iCPM™

User Guide

Car-Part.com

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Overview

Car-Part Messaging (iCPM) is designed to give you access to an instant messaging program that integrates Trading Partners, Car-Part Interchange, Car Part Pro, and the Bulletin Board all within a smart and easy-to-use product.

This guide is intended to walk you through the different ways to send and receive instant messages, use sales rooms for buying and selling your parts, and monitoring Car Part Pro user activity. This guide will also show you how easy it is to use Trading Partners and the Bulletin Board in conjunction with iCPM.

Using Car-Part Messaging

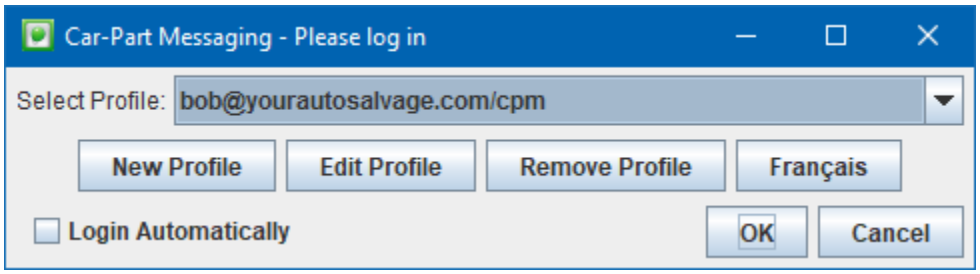
Car-Part Messaging has many features which will be discussed in this user guide. First, let's review the main sections of the iCPM program.

Logging In

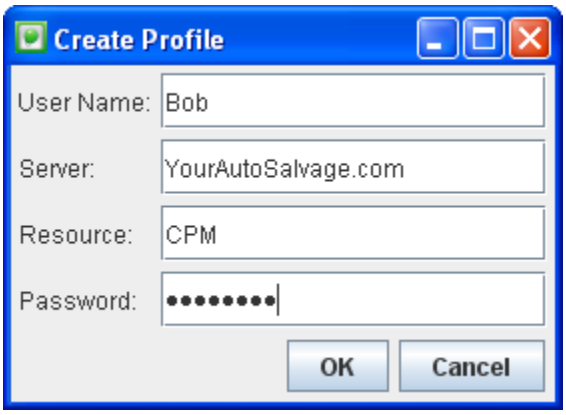
To start Car-Part Messaging, double-click the **iCPM** icon that is now on your desktop.

Note: To change the language from English to French, click the **Français** button on the log in window.

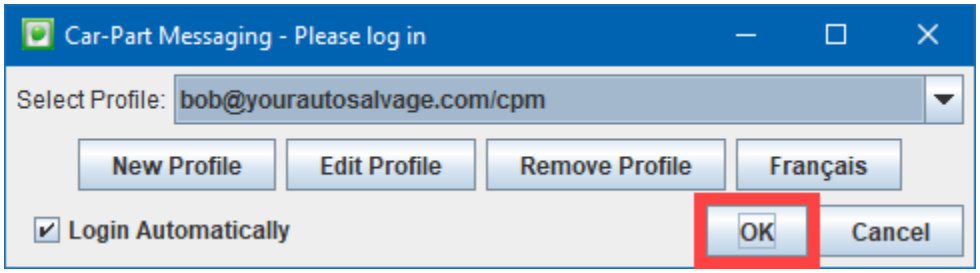
The first time you use iCPM, you will need to create a new profile. A new profile must be created for every user who will use this machine. To create a new profile, click the **New Profile** button.



The **Create Profile** window will appear. Fill in the **User Name**, **Server**, and **Password** fields. Your user name is the first part of your email address before the @ symbol (e.g. Bob@yourautosalvage.com has the user name of Bob) and your server is the second part of your email address after the @ symbol (e.g. Bob@yourautosalvage.com has a server of yourautosalvage.com). The **Resource** field should already be populated with "CPM"–if it is not, fill this in now.



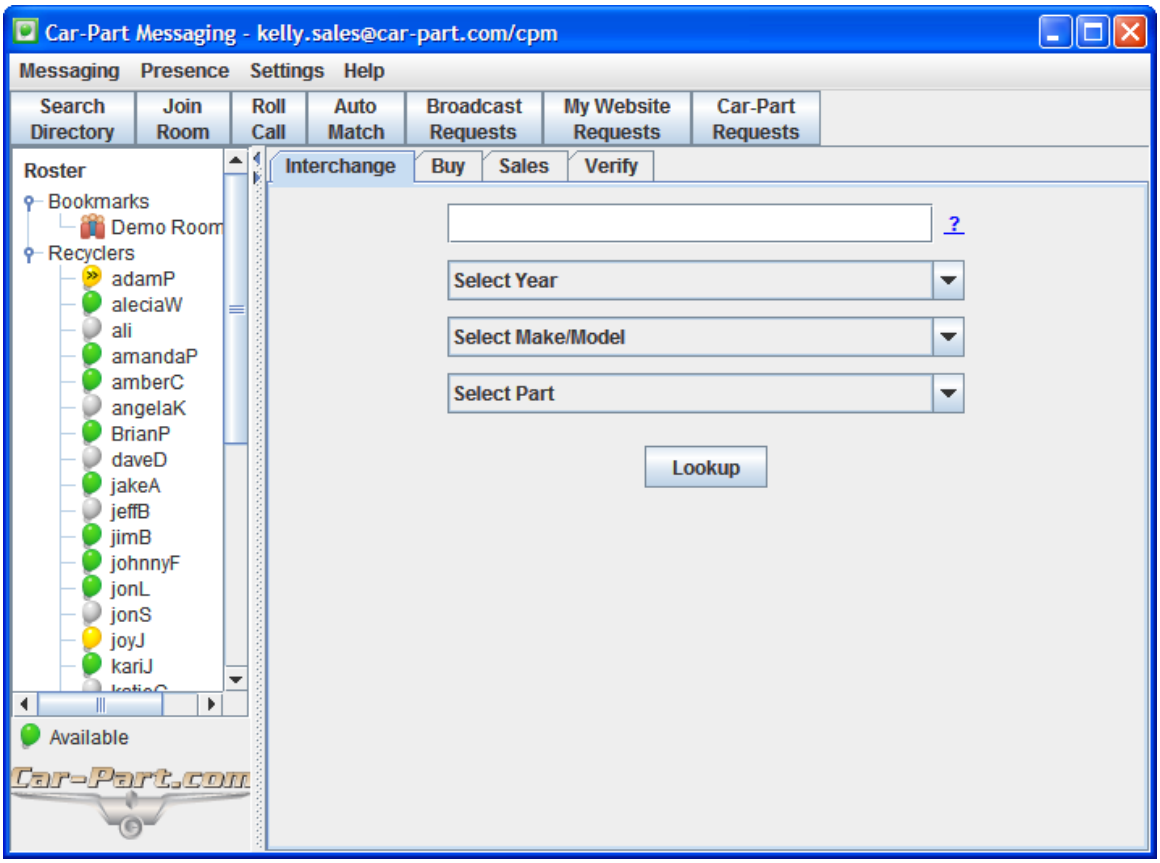
Once your profile is created, you can choose it from the **Select Profile** drop-down list any time you want to log in. Select your preferred profile and click the **OK** button.



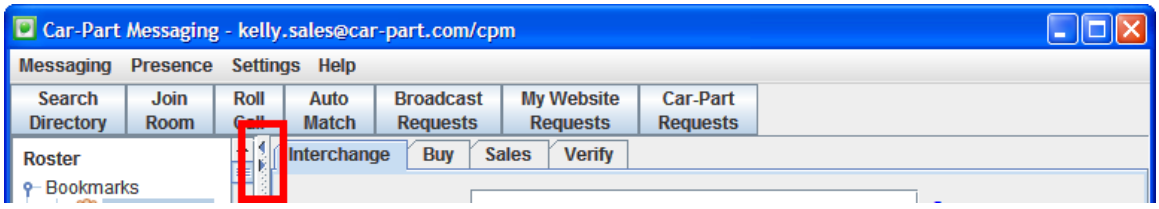
Roster

The roster is a customizable list of your personal contacts and the sales rooms you most frequently use. You can think of your roster as similar to the list of contacts in your cell phone; these are the people you know and talk to the most.

The roster allows you to see at a glance who is available to talk with you, and also allows you to easily access a sales room or request assistance from a Car-Part support representative. You can have up to 200 contacts in your roster.



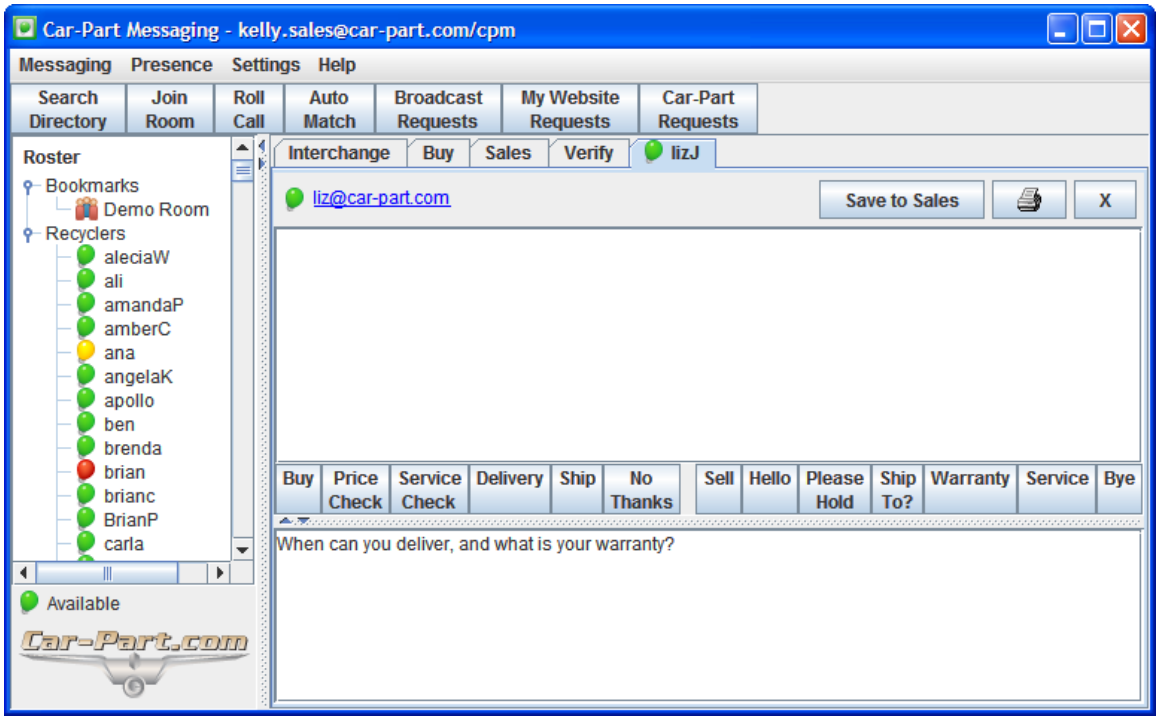
You have the option of showing or hiding your roster. If you prefer to hide your roster, just click on the left-pointing arrow between your roster and your tabs. Click the right-pointing arrow to show your roster again.



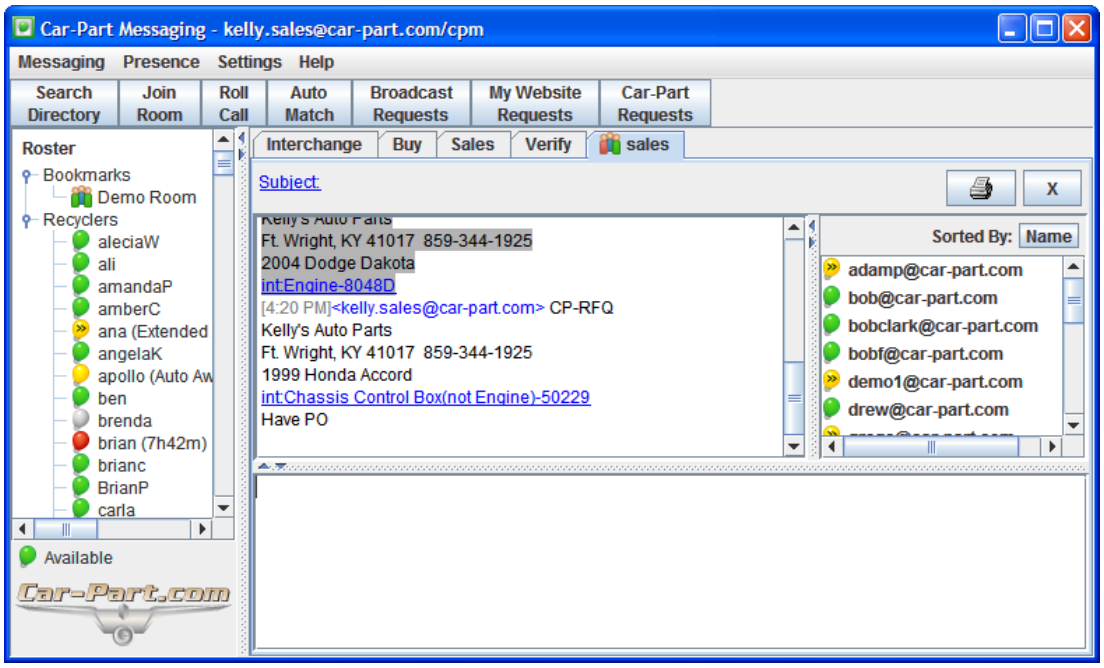
The bulb colors represent whether the person listed in the roster is available to chat with you.

Available	A green light bulb means that your contact is logged on and active on their computer. The active status is determined by mouse movements.
Away	A yellow light bulb means that your contact is away from their computer. This status is normally used if a user plans to be away for a short period of time. iCPM will also automatically assign this status if there have been no mouse movements for 5 minutes.
Extended Away	A yellow light bulb with two marks on it means that your contact is away from their computer for an extended period of time. This can be set manually, and it will also be automatically set if there are no mouse movements for 30 minutes.
Do not Disturb	A red light bulb means that your contact is logged on, but does not wish to be disturbed.
Frank	A gray light bulb means that your contact is not logged on. Any messages you send will not be received until this contact logs on again.

To contact a person on the roster, just double-click on the username and a private message box will open, allowing you to send a message. You can type a message or use the preset message buttons. These buttons will be discussed more in the **Sending a Private Message** section of this document.



To join a room listed in your **Bookmarks**, just double-click on the name of the room in the roster. The room will open in the tab section of iCPM.



Both private conversations and sales rooms are described in more detail in the **Messages** and **Joining a Sales Room** sections of this guide.

Car-Part Support Rooms

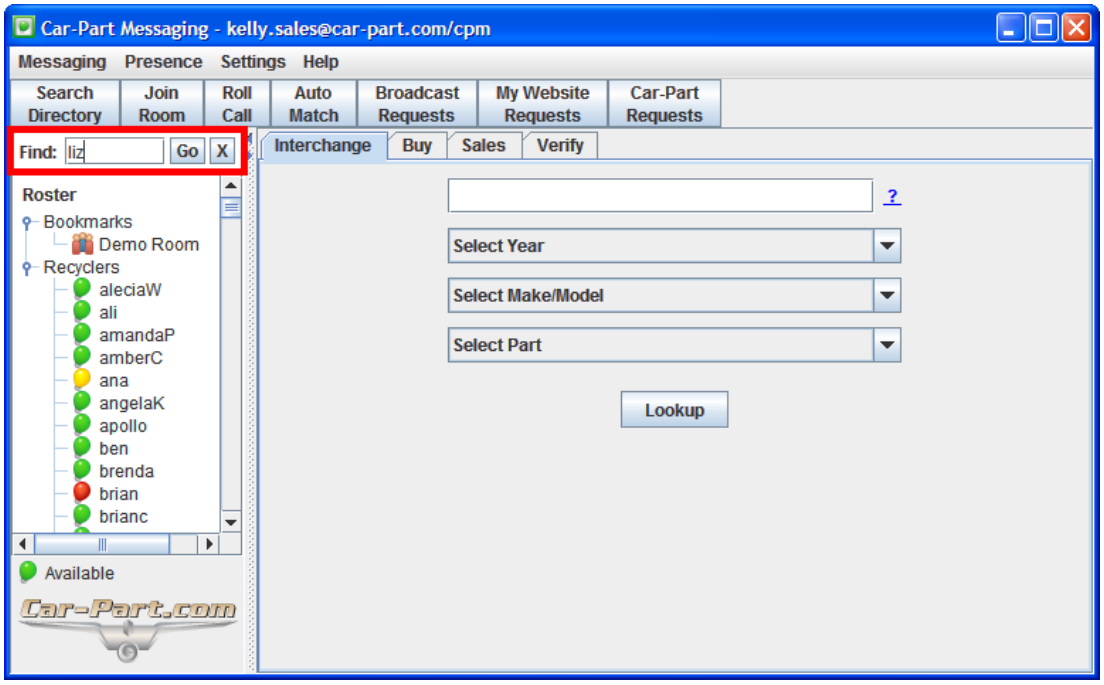
Car-Part.com has two support rooms that you can join to ask questions or receive support from Car-Part support reps. These rooms should be under your list of **Bookmarks**. If you do not see the rooms listed, contact your support rep.

After joining the room, enter **HELP** to receive contact from a support rep. These rooms rely on the keyword **HELP** to send a notification to our support reps that you need assistance. If you do not include the keyword **HELP** in your message, the support representatives will not be immediately notified that you need help.

Find Contact

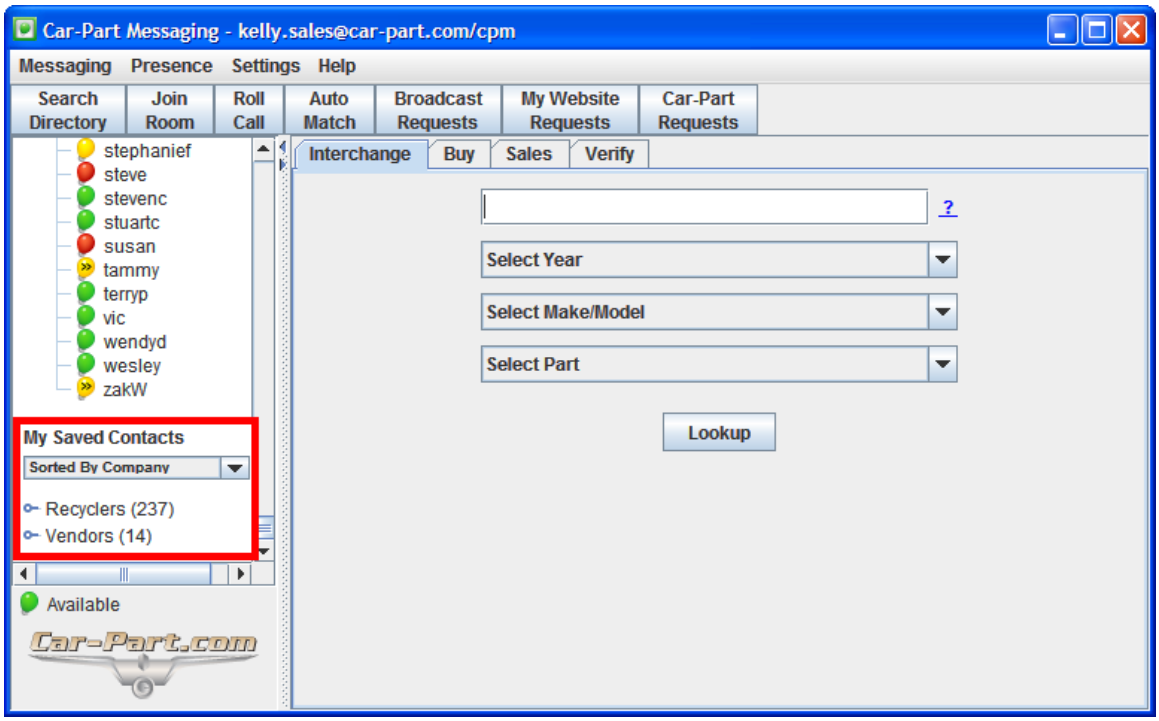
You can easily search for a contact in your roster by following these steps:

1. Press **Ctrl + F** on your keyboard. (Or, go to ***Messaging>Find Contact***.)
2. A text box opens at the top of your roster. Type the first few letter of the name you are searching for, and click **Go** (or press **Enter**).
3. The contact will be found and highlighted on your roster. If this isn't the contact you're looking for, press **Enter** again to continue to the next match.
4. After you have found the contact you are searching for, double-click the contact's name to start a private conversation.



My Saved Contacts

According to the analogy that your roster is similar to your cell phone contacts, **My Saved Contacts** is more like a telephone directory.



For example, you usually conduct business with Bob at AAA Auto Salvage. He is in your roster, but his light bulb is set to **Do Not Disturb** or **Offline**. **My Saved Contacts** makes it easy for you to find someone else at AAA Auto Salvage.

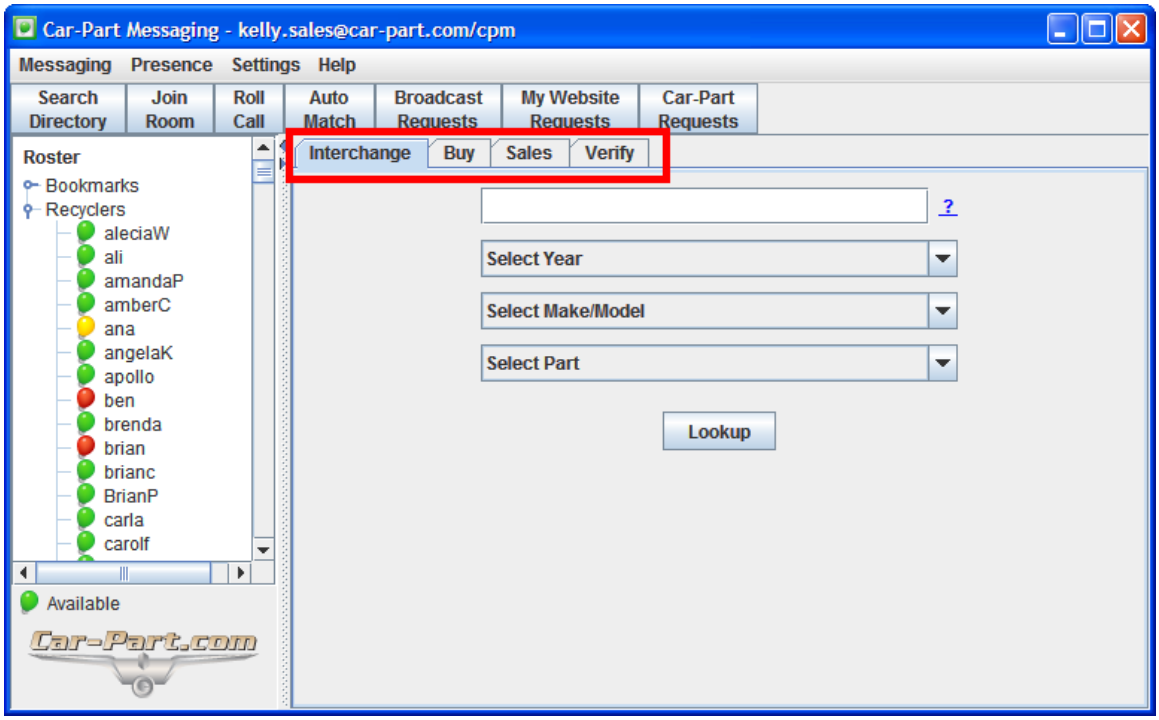
By default, **My Saved Contacts** contains all Car-Part Messaging users that are within 150 miles of your business, and this list of local users is automatically updated. This can be changed by going to ***Settings>Saved Contacts***. For more information about customizing **Saved Contacts**, see the **Settings** sections of this guide.

You can sort these contacts by user name, company name, company ID, or by state and company name. By default, these contacts are sorted by company name.

There is no limit on how many **Saved Contacts** you can have. You can easily add all the recyclers from an entire state or region if you wish. To add contacts to **My Saved Contacts**, see the **Adding Multiple Contacts** section of this guide.

Tabs

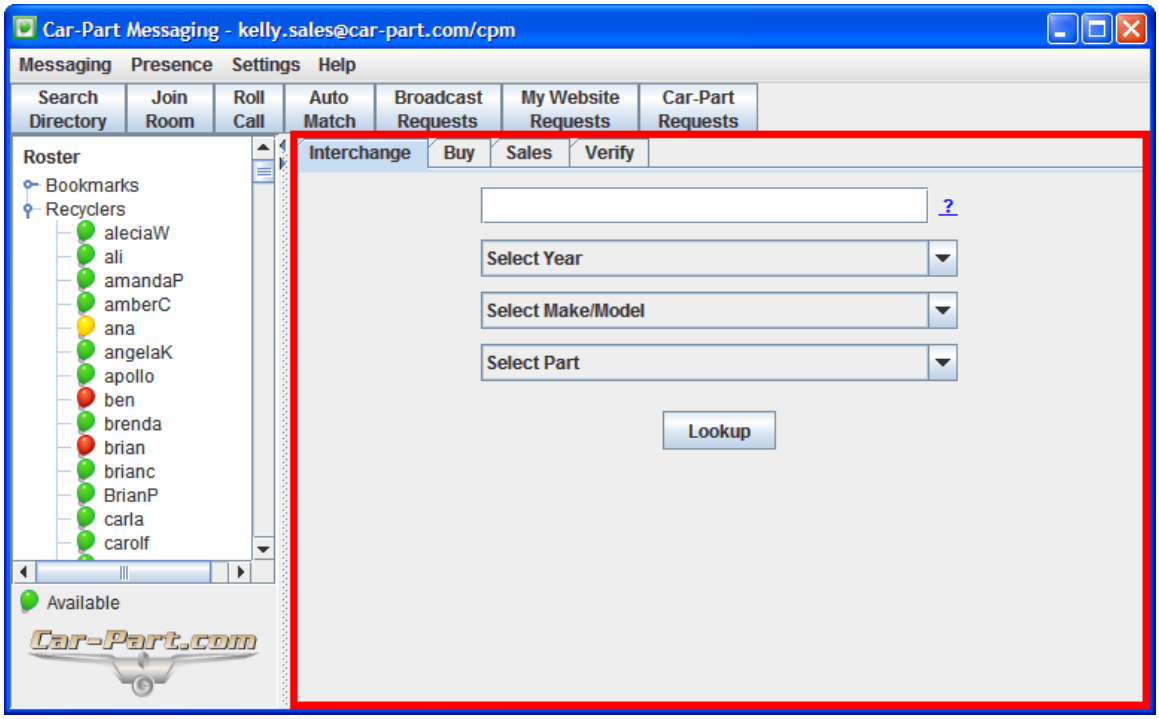
The main section of iCPM has tabs that allow you to do an interchange search and monitor your buying and selling activities.



Interchange Tab

Car-Part Messaging features a built-in interchange search. On the **Interchange** tab you can select the year, model, and part code of the part you are looking for. You will be given a list of interchange choices to choose from, similar to the Car-Part.com website search.

When you have found the part you are looking for, you can quickly look up the interchange application, send that request to your trading partners, post it to the Bulletin Board, copy to the clipboard, or include the part information in a message to a sales room or private message.

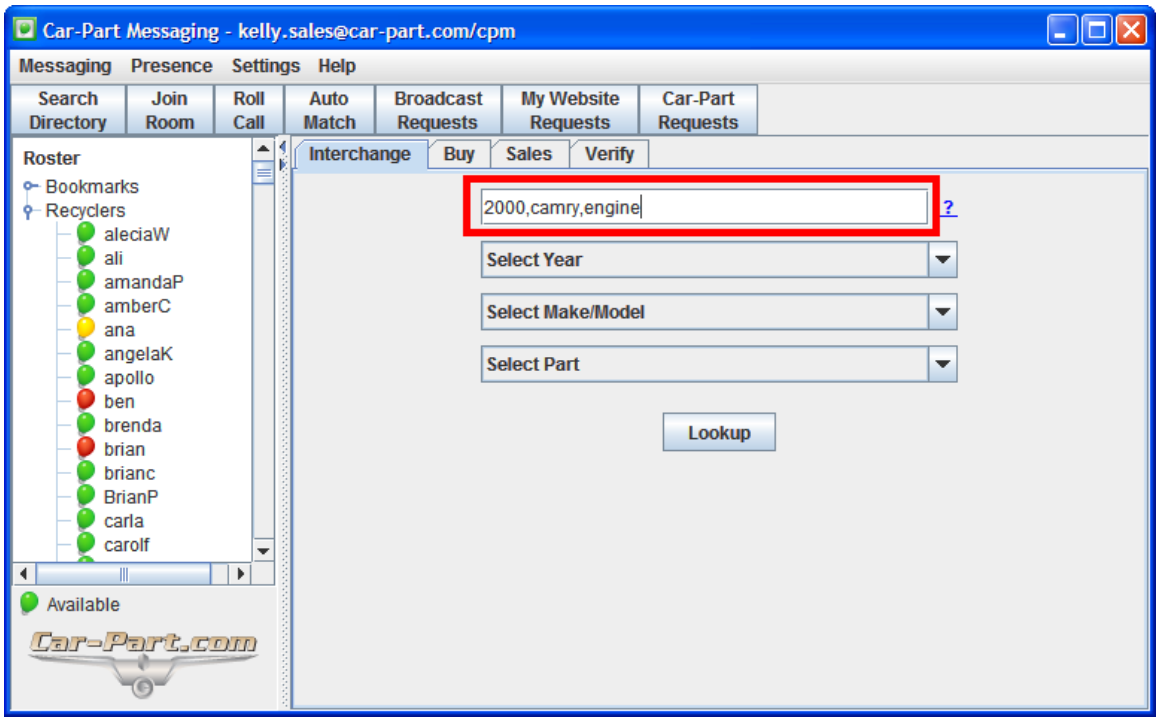


You can also use the “smart box” field at the top of the **Interchange** tab. This box allows you to enter information quickly, in your choice of the following formats:

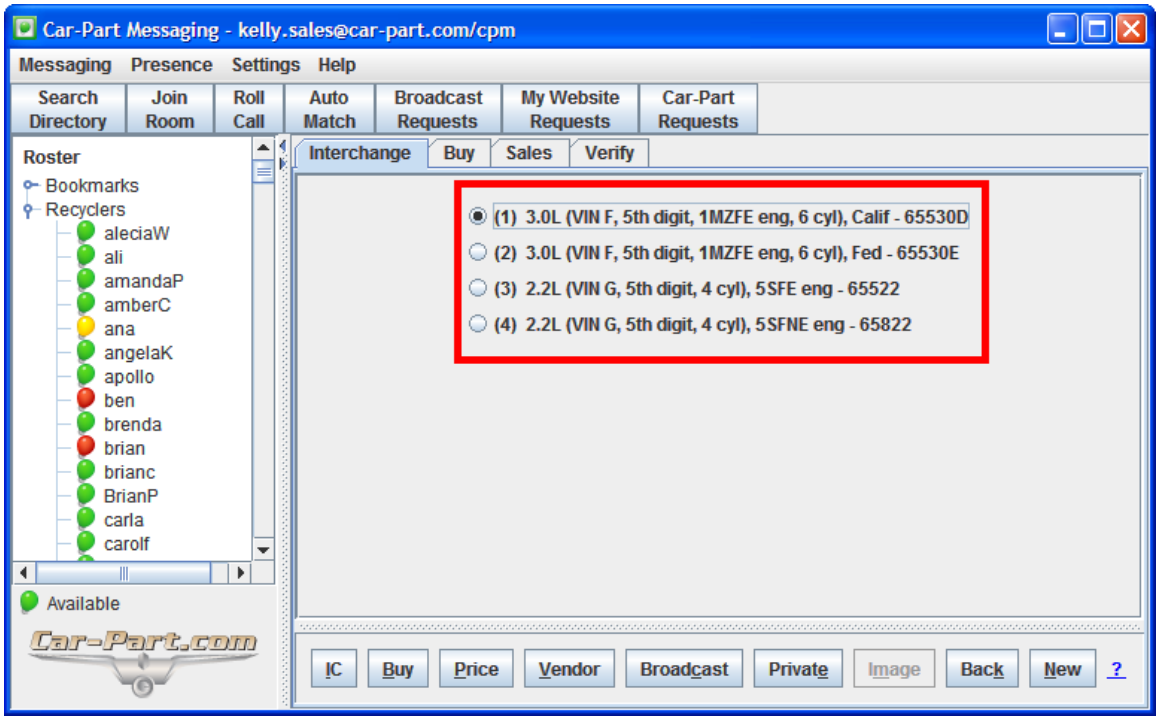
- Year,model,part (e.g., 00,jetta,eng)
- Part,model,year (e.g., eng,jetta,00)

These formats are comma delimited, which means that a comma separates each word or date without a space between them. A year may be entered as 2 or 4 digits. Models must be the English model name. Parts may be the numeric part code, Checkmate part code, or the English part name.

When you enter a search in the “smart box” or select the appropriate choices from the drop-down boxes, click the **Lookup** button.



You will be given a list of interchange choices to choose from (just as on the Car-Part.com website search). Click the radio button that corresponds with the part you are searching for.



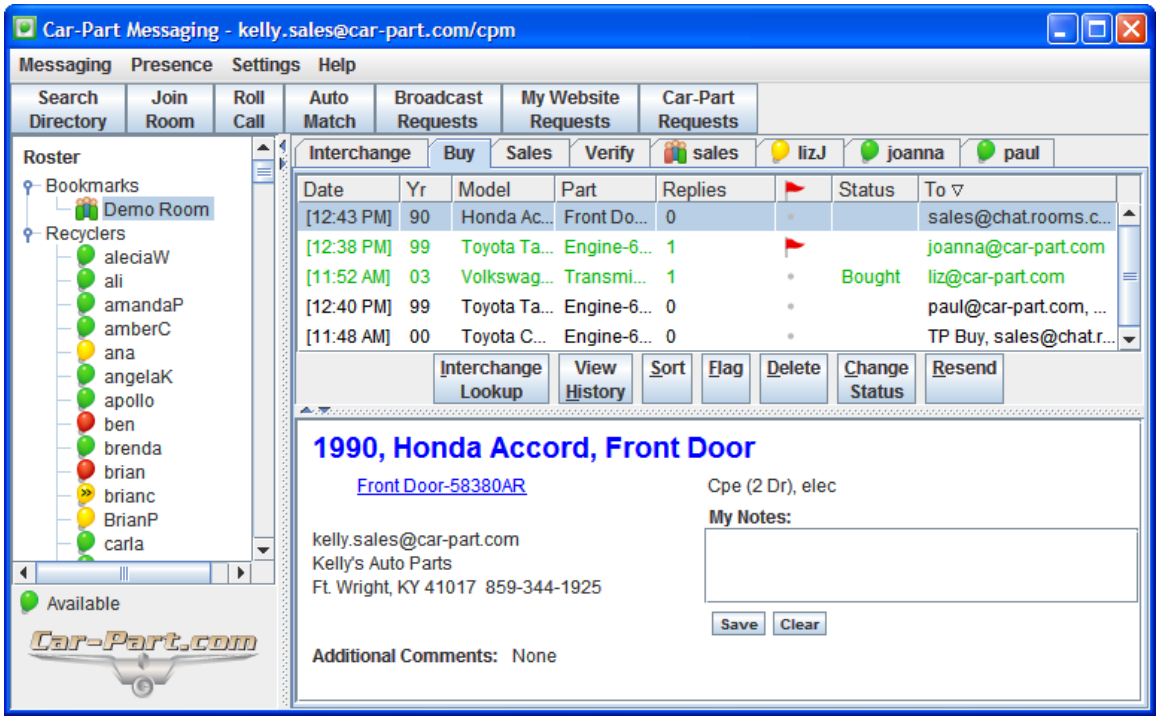
At this point, you have several options:

- Click the **IC** button to look up the interchange applications for this part.
- Click the **Buy** button to send this request to your sales rooms, post a part request to your Buy group (Trading Partners Group 1), and open a Trading Partners search window.
- Click the **Price** button to perform a Trading Partners Group 2 search without posting.
- Click the **Vendor** button to search for this part from aftermarket, OE surplus, and recycler supply vendors.
- Click the **Broadcast** button to send this request to your sales rooms and post the request to the BBS. (This request will only be sent to the sales rooms you have specified to receive requests). This will be discussed more in the **Toolbar** section of this document.
- Click the **Private** button to send a CP-RFQ to your bookmarks, sales rooms, groups, or individual contacts from your roster.
- If the part in question is a wheel, you can click the **Image** button to view images to help you pick the correct part.
- Click the **Back** button to edit your current search.
- Click the **New** button to begin a new search.

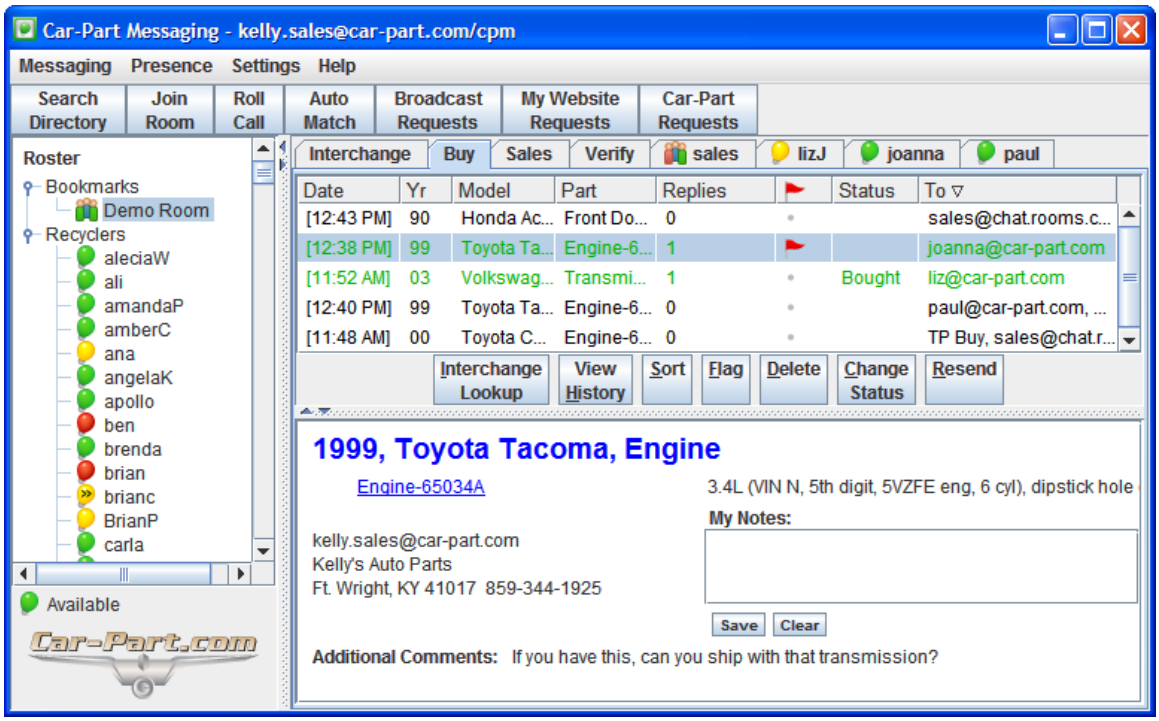
For additional information about how to use this tab, click on the **?** link on the bottom right corner.

Buy Tab

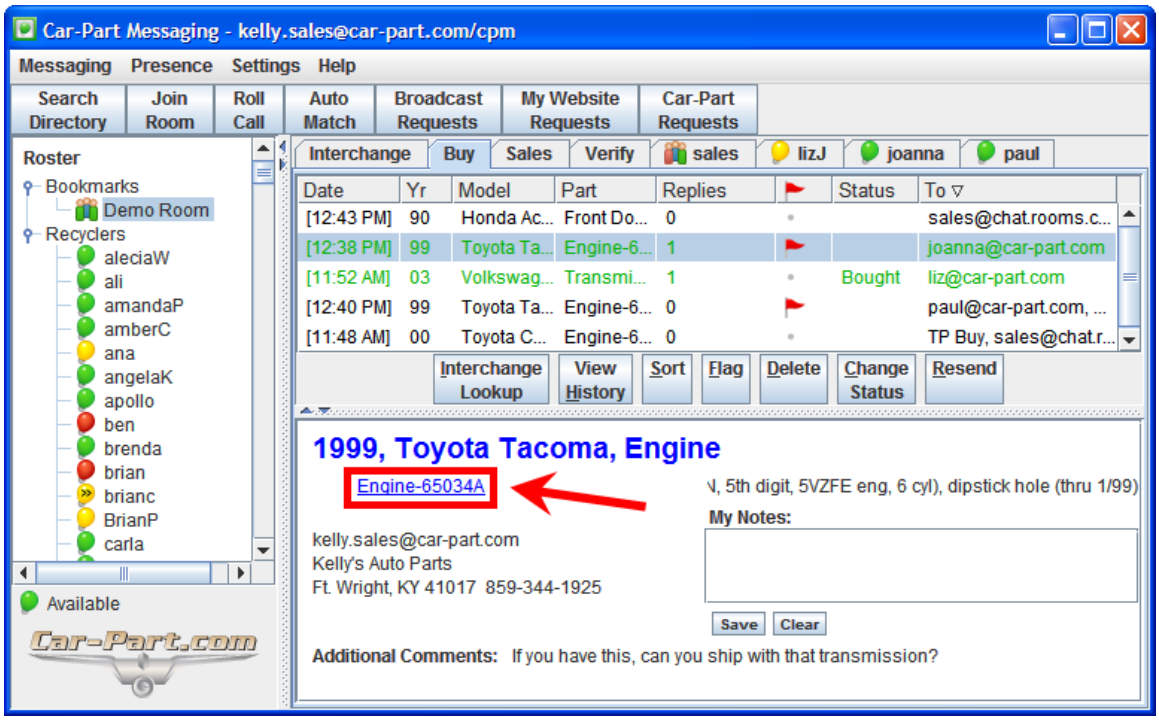
The **Buy** tab helps keep track of all your requests made through iCPM, including requests that have been broadcasted, posted to the Bulletin Board, or sent to a sales room. On the **Buy** tab you can keep track of the details of the request, the number of replies received, and the status of this request. You can also flag requests if you would like to remember to review them later.



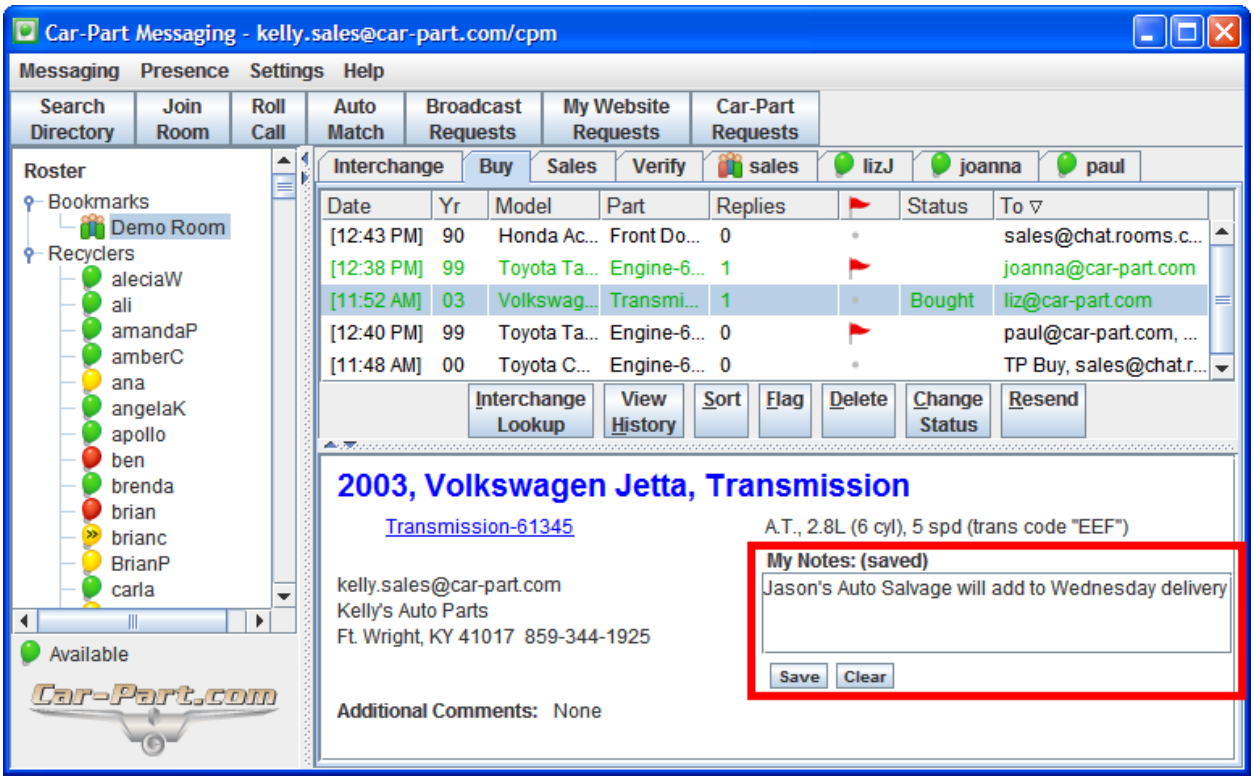
To review a request that you sent, simply click on it in the list. The request (as well as any additional notes you added) will appear in the bottom pane.



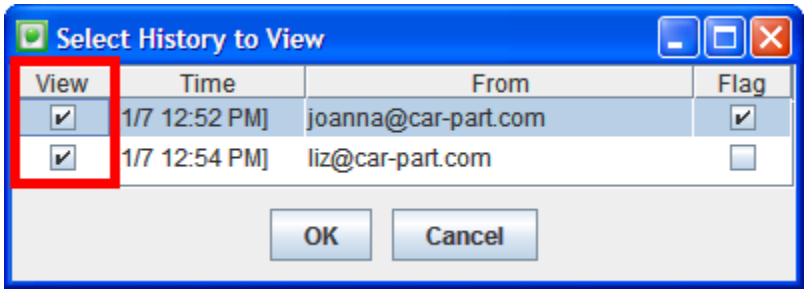
Underneath the part name is a link to the interchange application page. Click on the link to view the part's interchange applications.



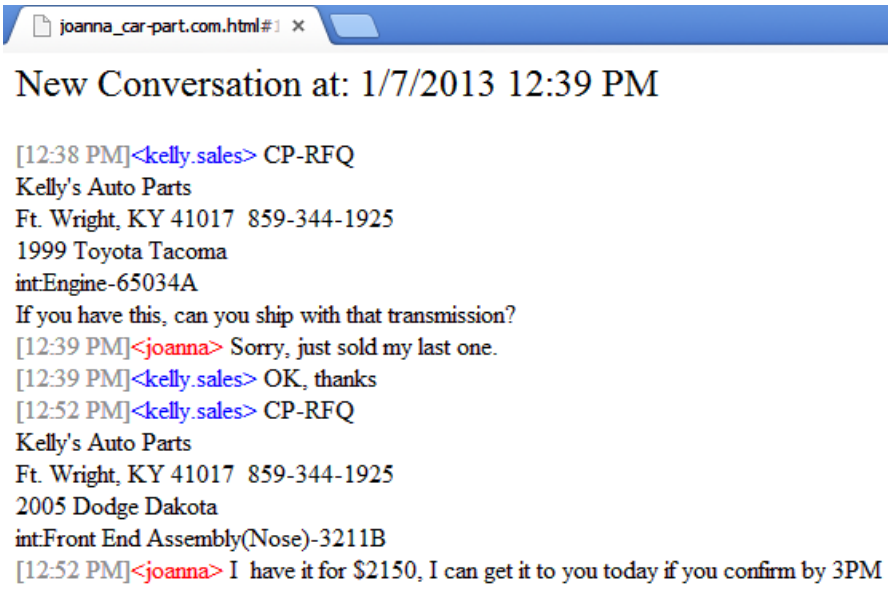
To add a note to the part request on your **Buy** tab, click inside the **My Notes** textbox. Enter your note and click **Save** to save your note. Notes can be a quick summary of the part, a change in the part's status, notes about a negotiation, or other buying information. To edit a note, simply make changes to the text and click **Save**. To delete a note, delete the text or click on the **Clear** button, then click **Save** after the text is deleted.



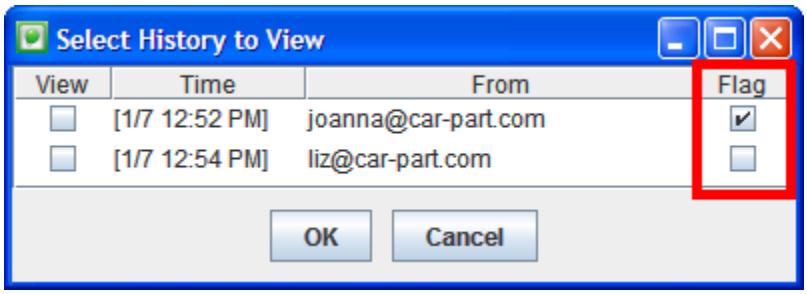
In the **Buy** tab list, you can quickly see which requests have received replies; these requests will turn green so you can identify them at a glance. The **Replies** column will show you how many replies have been received for a specific request. To view all the replies you received for a specific request, click to select the request you are working on and then click **View History**. In the window that opens, choose which replies you want to view by clicking the checkbox in the **View** column.



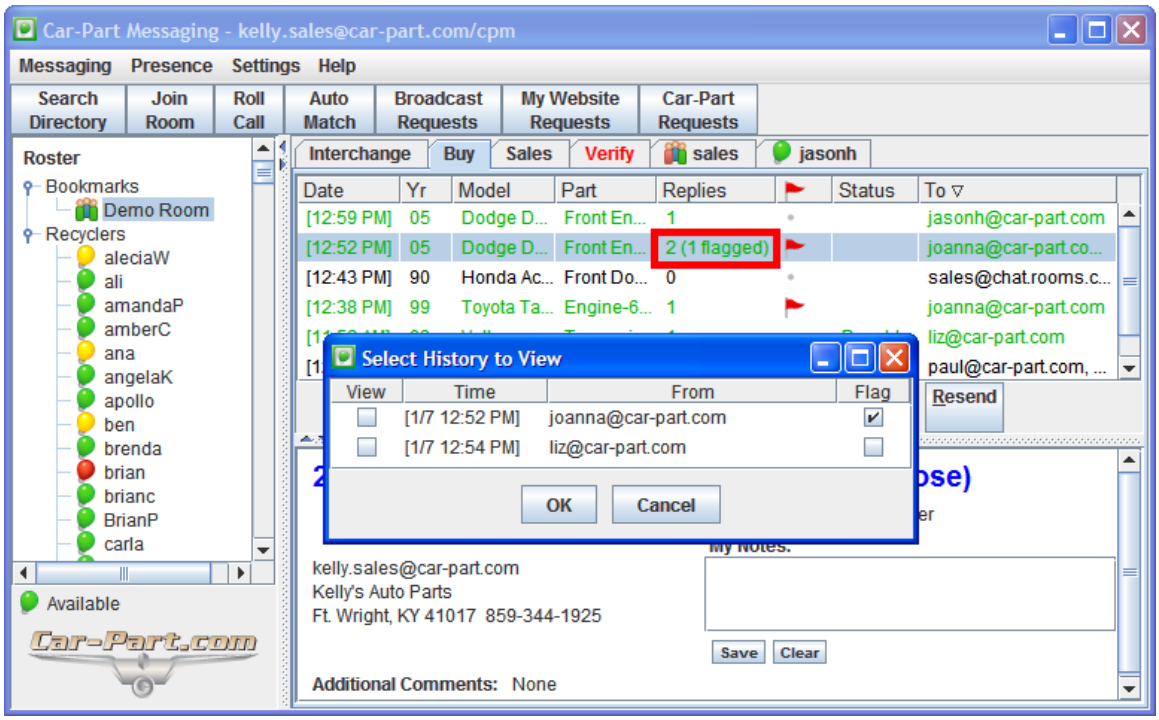
When you click the **OK** button, any histories you chose to view will open up in separate windows or tabs in your browser. Your entire messaging history with this user will be displayed, but you will automatically be taken to this specific CP-RFQ response.



To flag any replies that should be reviewed later, simply click on a check box in the appropriate column for each reply.

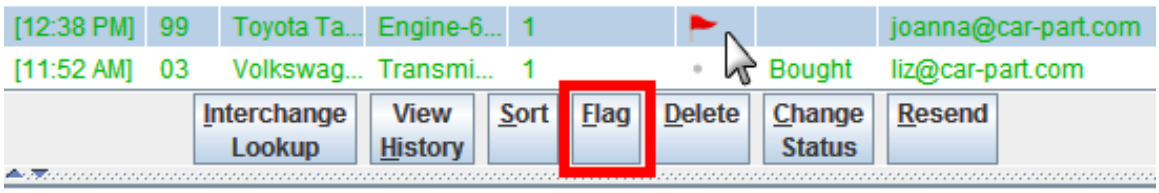


The **Replies** column of your **Buy** tab indicates how many responses have been flagged. To view the flagged responses, right-click on the line and select **View History**. The flag checkboxes are still checked.

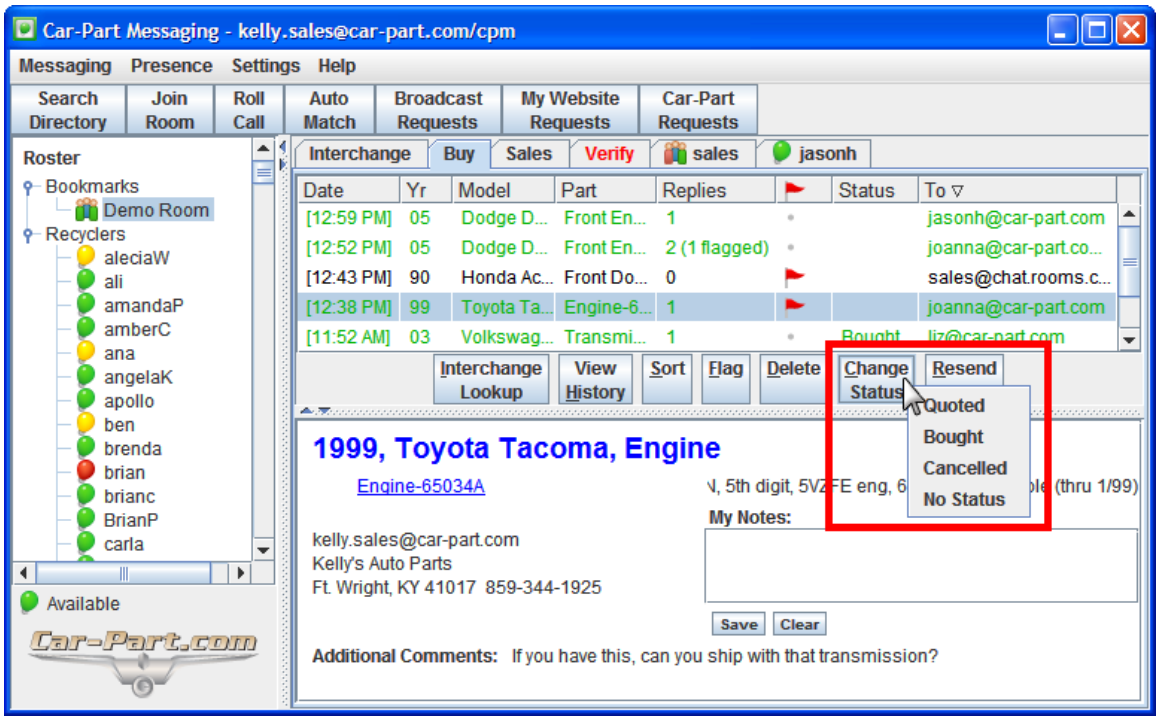


Note: In order for a response to register under the **Buy** tab, the user you have contacted must respond by clicking the **Reply** link that follows the request that was sent.

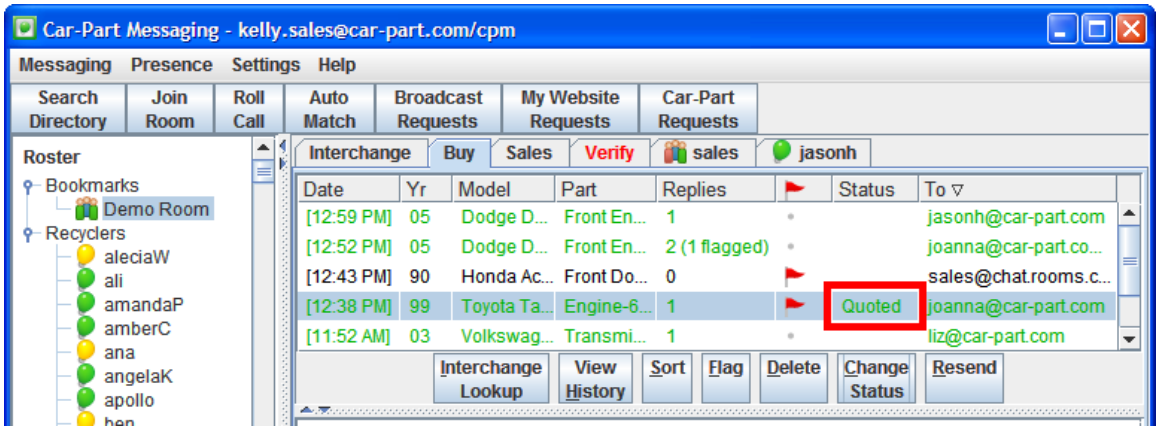
If you like, you can flag a whole request so you can remember to review it later. Simply click on the dot in the flag column to assign a flag to this request. To remove the flag, click on it again. You can also use the **Flag** button.



The **Buy** tab can also be used to keep track of what has happened with each request sent out. Simply click to select the request you would like to change and click the **Change Status** button. You can now choose to label this request as **Quoted**, **Bought**, or **Cancelled**.

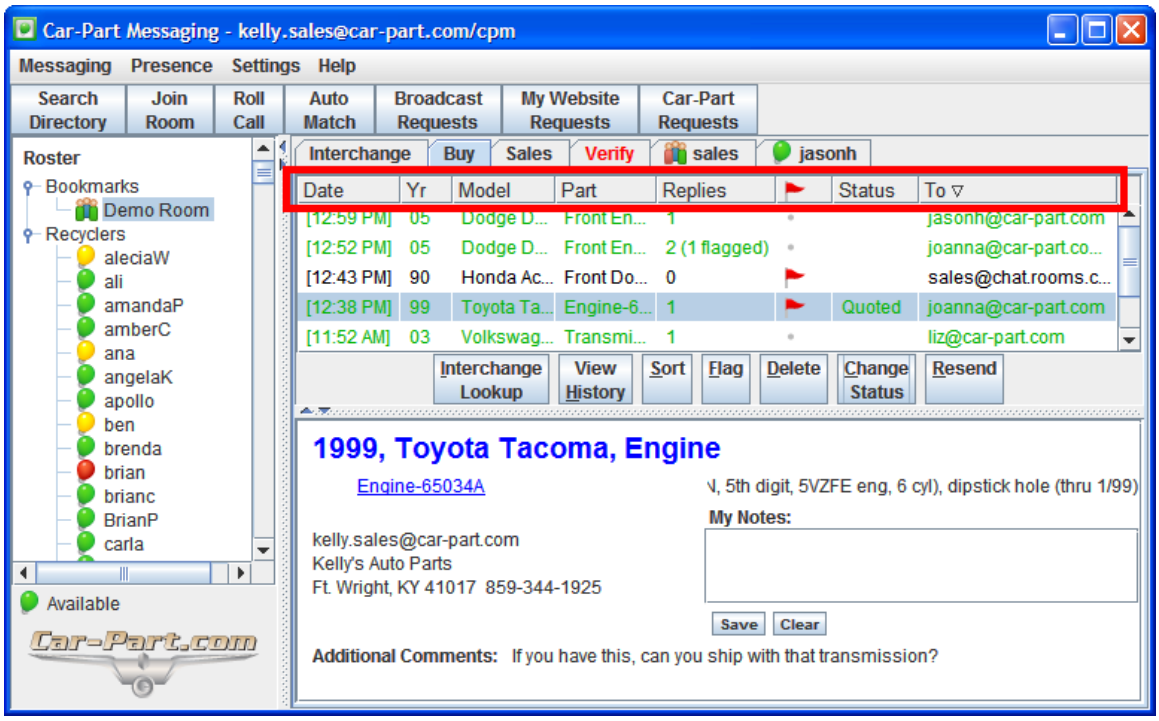


This indication will appear in the **Status** column.



The default sort order for the requests in your **Buy** tab is by date, but you can organize the requests by any of the columns.

- Click on a column once to sort requests in descending order by that attribute.
- Click on a column again to sort requests in ascending order by that attribute.
- You can also use the **Sort** button; click the button and select an attribute to sort requests in descending order by that attribute. Repeat to sort the requests in ascending order.



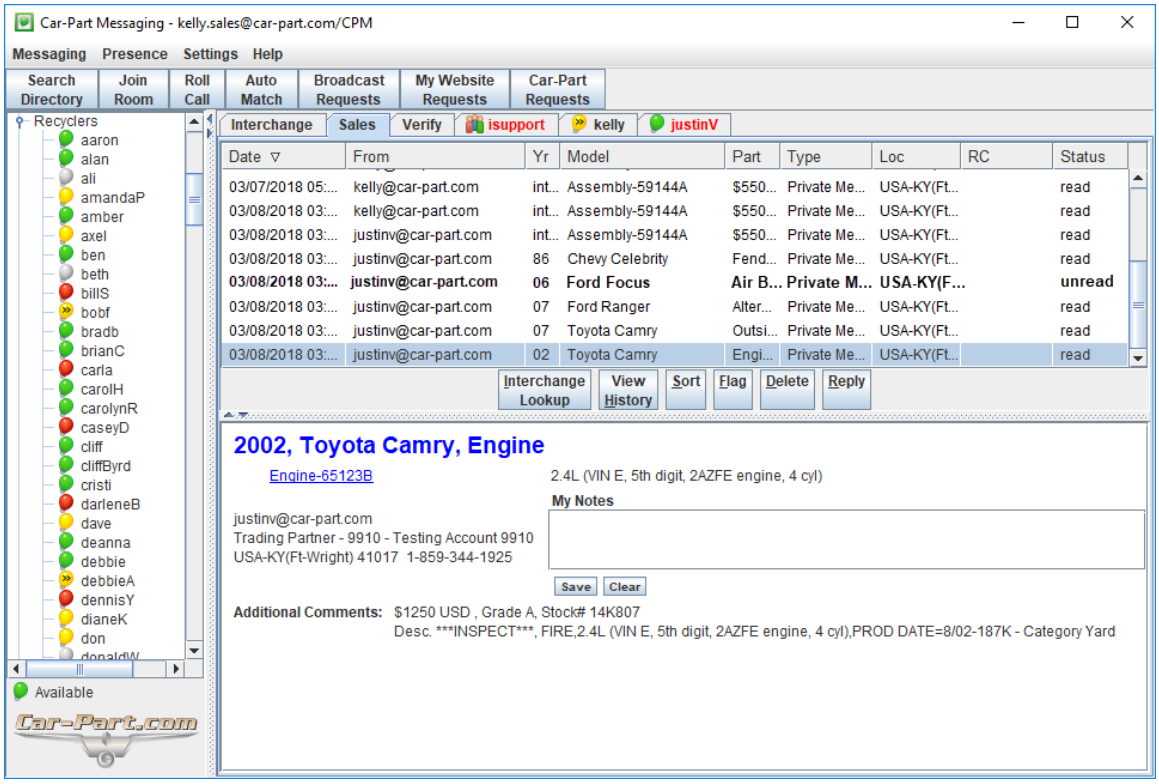
Note: If there are multiple recipients in the **To** column, the column will sort by the first recipient.

To delete a request, click the request to highlight it and press the **Delete** button.

To resend a request, click the request to highlight it and press the **Resend** button.

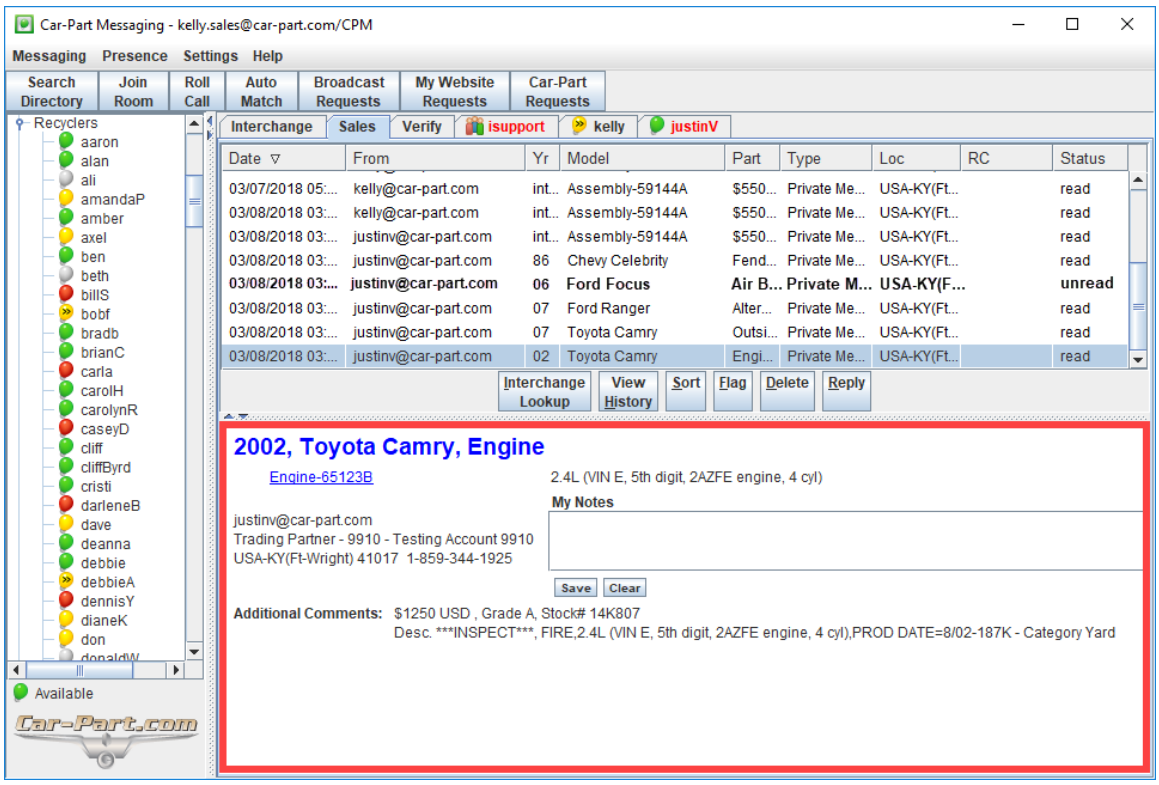
Sales Tab

The **Sales** tab is the destination for sales room traffic. This is a central location for your requests for quotes (CP-RFQ) and works much like an email inbox. All incoming messages are marked unread until you read them.

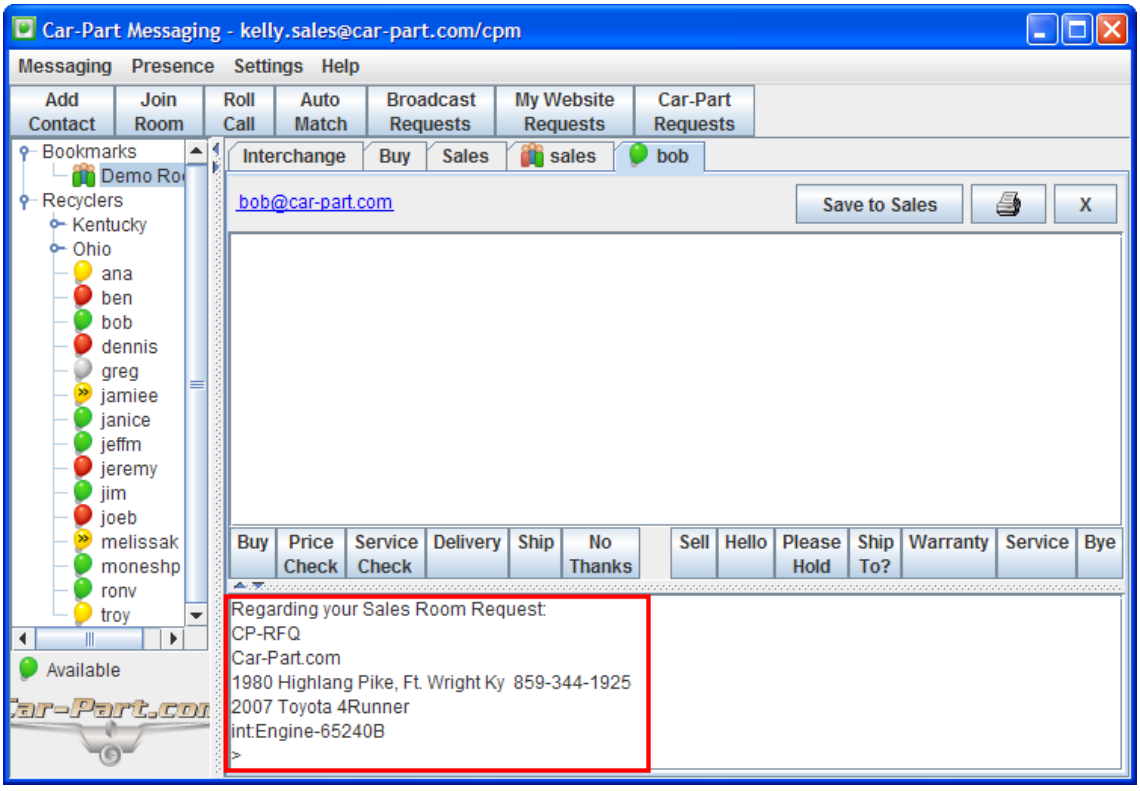


From the **Sales** tab entries, you can also do an interchange lookup, reply to the sender, add a note, or view messaging history. The **Sales** tab remembers where you are in your work so if you switch to another tab to respond to a private message or search for a part, you will be returned to the same spot in the list when you switch back to the **Sales** tab.

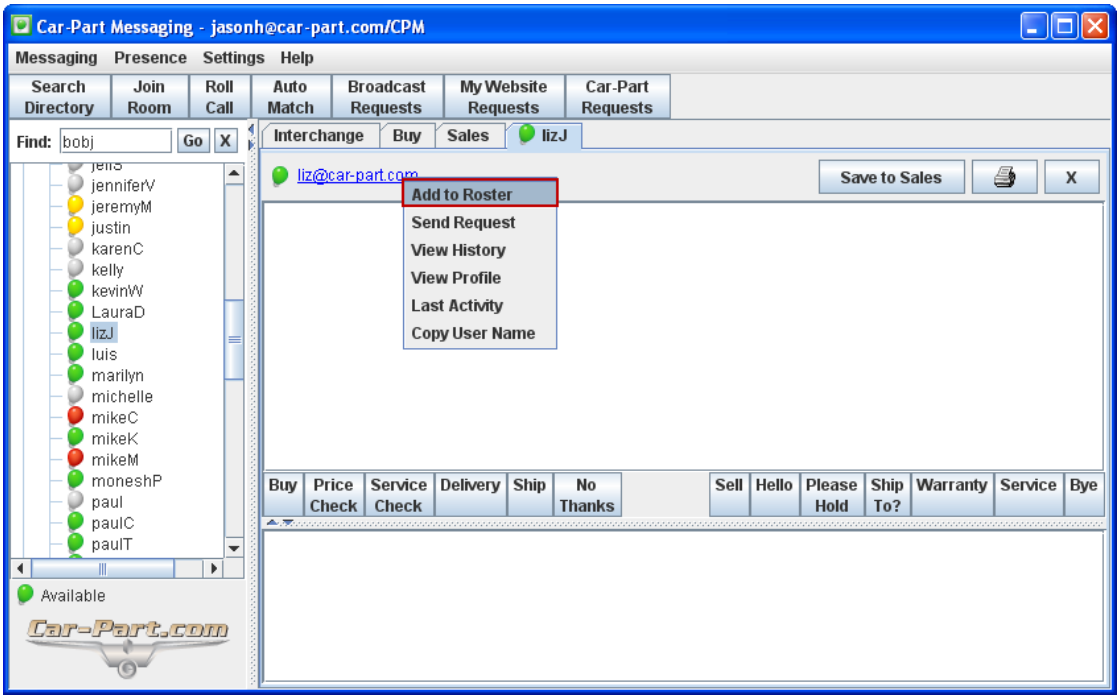
Click on a line item *once* and the detail of the request will appear in the bottom section of the screen.



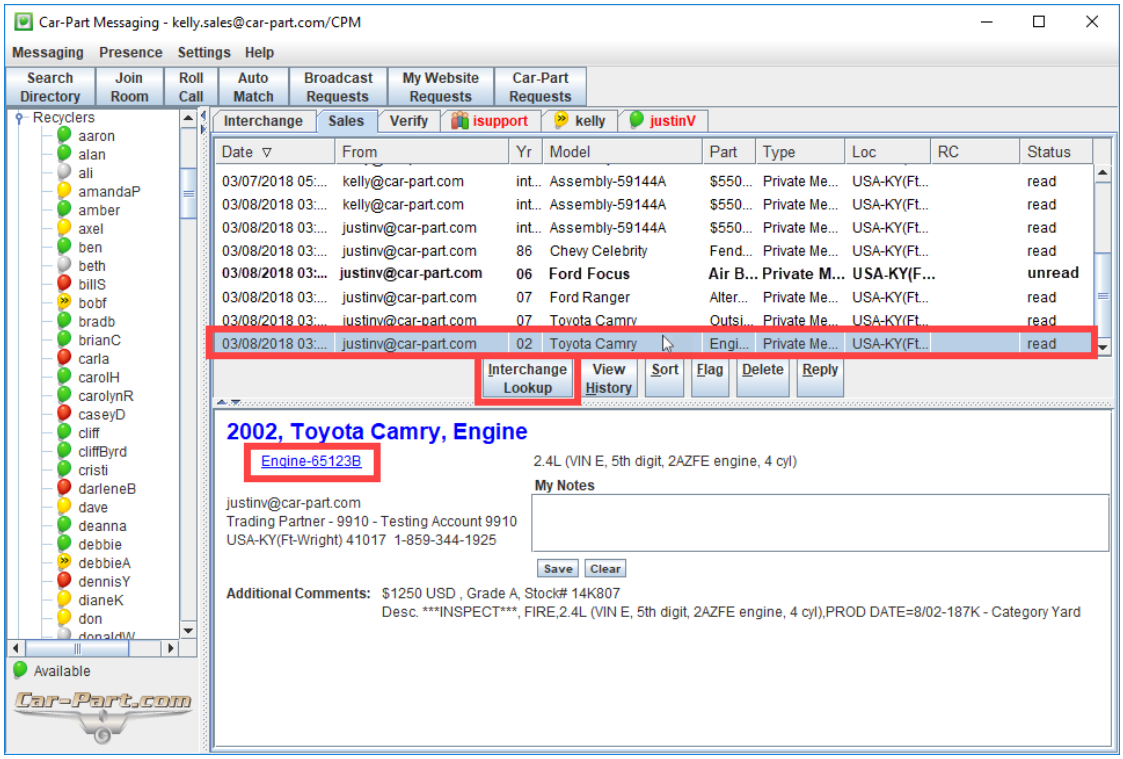
Double-click on a line item and a private message box will open that allows you to send a message to the person about the part.



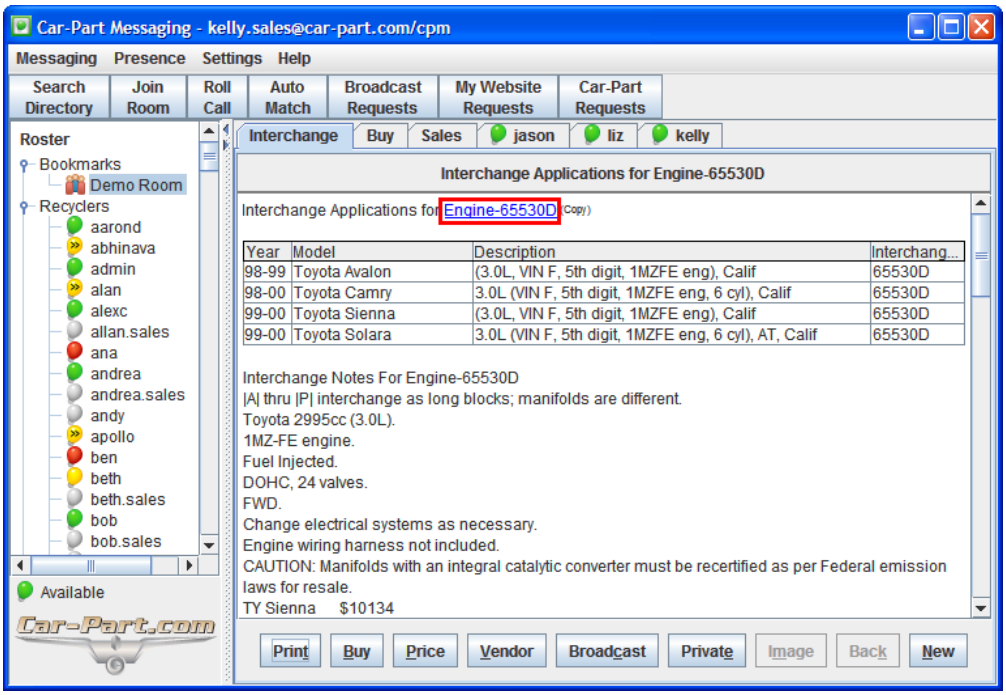
To add the person you are messaging with to your roster, just right-click on the person's email address at the top of your private message tab and select **Add to Roster** from the drop-down menu. Choose which roster group to add this contact to and click the **OK** button.



To view the interchange applications for a requested part from your **Sales** tab, right-click on the request. You can also click to select a request and then click **Interchange Lookup** or click the interchange number underneath the part description.

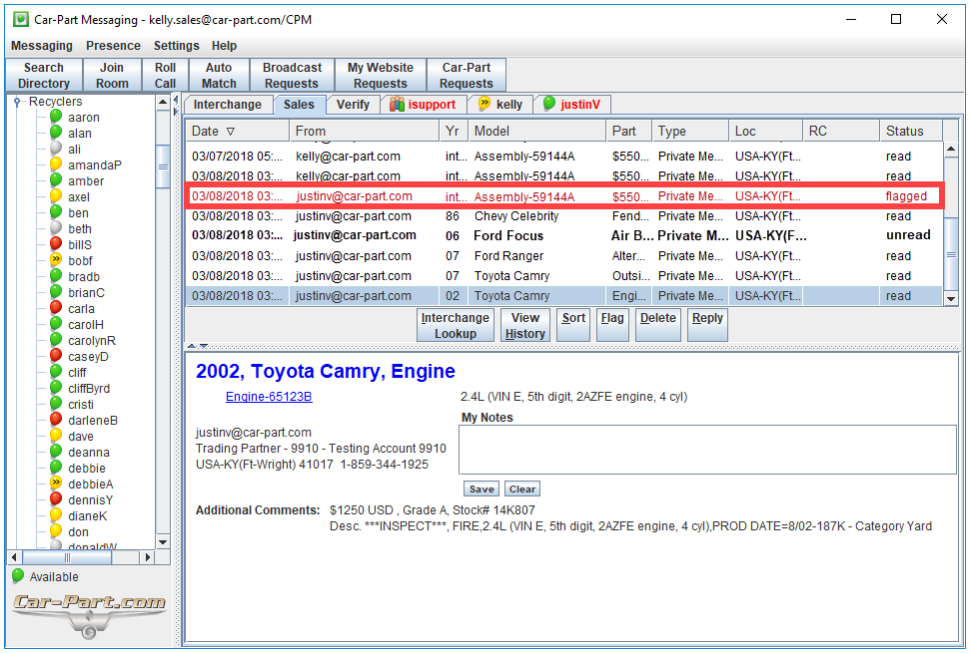


The interchange application information will display. Clicking on the part interchange number will automatically copy the interchange number so you can easily paste it into your IMS or any other application



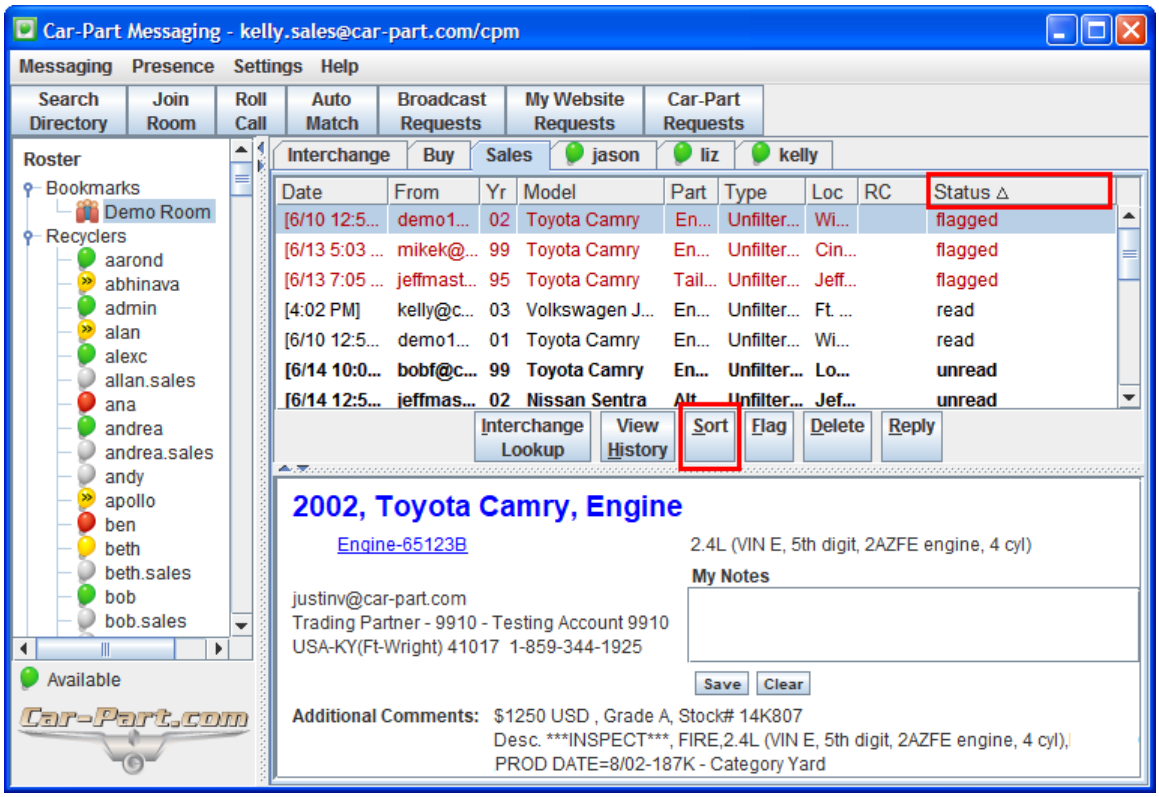
To view your message history with this person (for example, if you want to review a conversation you had about this CP-RFQ before deleting it), click to select the request in the list on the **Sales** tab, then click **View History**.

To flag a message (for example, to remember to review it next time you log on), click on **read** in the status column. The status will change to “flagged” and the line for this message will turn red. You can also click to select the request in the list and then click the **Flag** button.



The default sort order for the requests in your **Sales** tab is by date, but you can organize the requests by any of the columns.

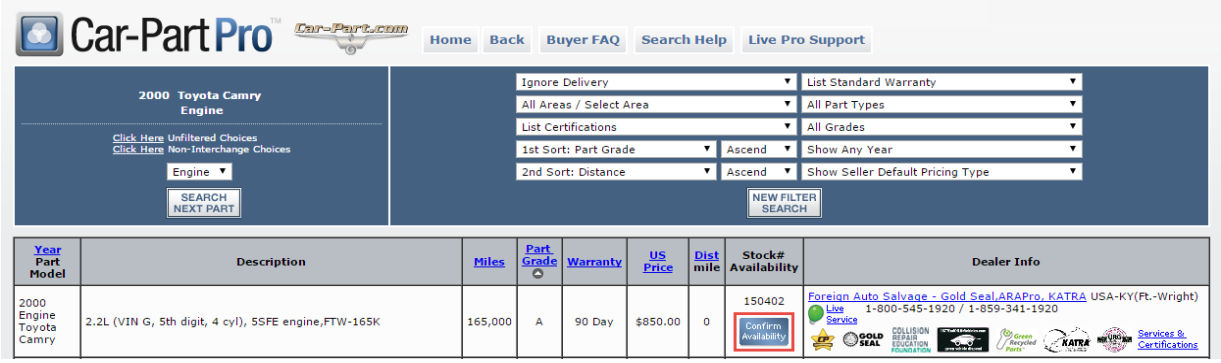
- Click on a column once to sort requests in a descending order by that attribute.
- Click on a column again to sort requests in an ascending order by that attribute.
- You can also use the **Sort** button; click the button and select an attribute to sort requests in descending order by that attribute. Repeat to sort the requests in ascending order.



To delete a request from the **Sales** tab, click to highlight the subject line and press the **Delete** key on your keyboard.

Verify Tab

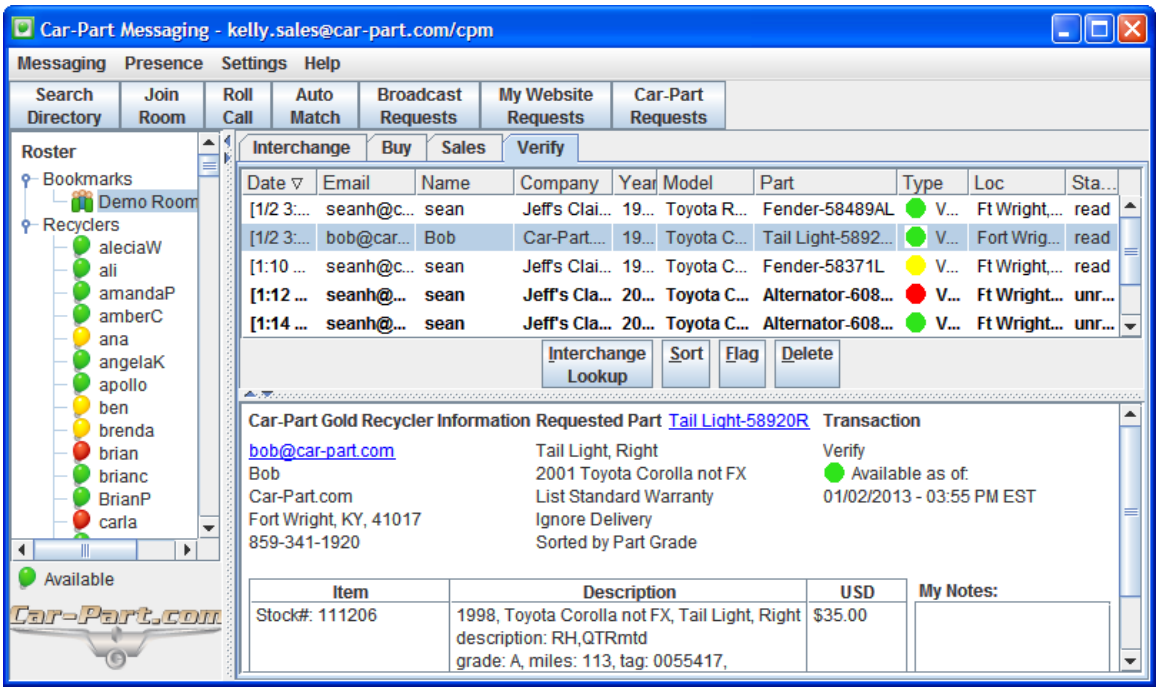
The Car Part Pro search allows search users to verify information they see in their search results. Because a part may be sold or otherwise changed after your inventory is uploaded, Real Time Part Verification allows your customers to instantly confirm that the availability and condition information for a part is still accurate at the time they are searching. To do this, the user clicks the **Confirm Availability** button next to a part in the search results.



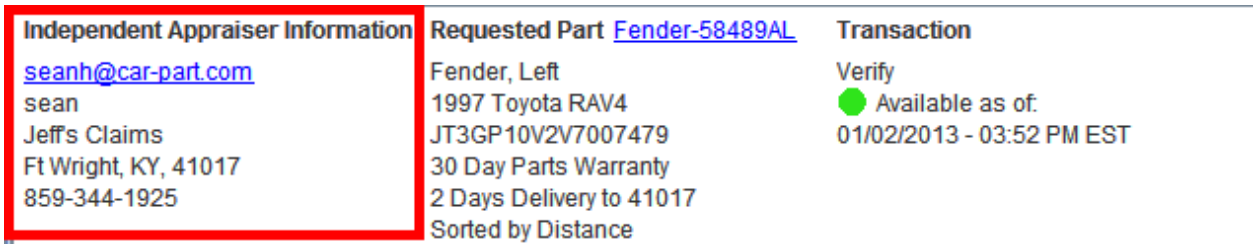
This button will return one of the following messages to the user:

- **Available** confirms that the part has not changed in your inventory management system since the part was uploaded to Car-Part.com and Car Part Pro.
- **New Info! Contact Seller** means that the part is still in your inventory management system, but some details have changed since the part was uploaded to Car-Part.com and Car Part Pro.
- **Unavailable** indicates that the part has been sold or deleted since it was uploaded.

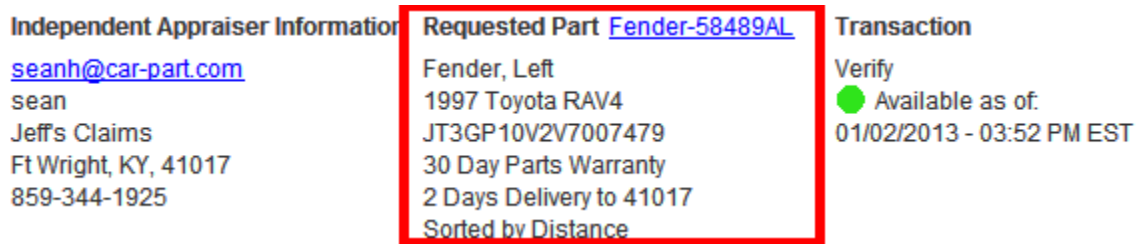
If you display parts on Car Part Pro and have been configured for Real Time Part Verification, the **Verify** tab in iCPM will notify you when a buyer uses this service to check on one of your parts.



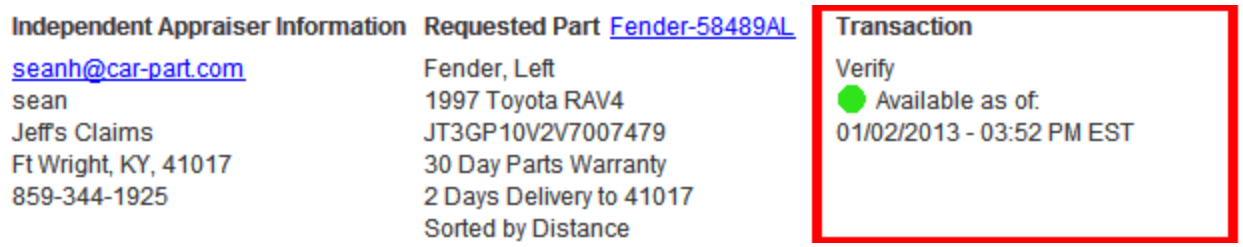
Click on a notification in the list to see details in the lower pane of the window. The left column will display the user type (such as a Car-Part Gold Recycler or an Insurance Appraiser) and the user contact information. You may click on the blue email address to open a new email message to this user.



The **Requested Part** column will display the filters the user had applied to the search when the **Confirm Availability** button was clicked. You may click the blue interchange link to open the interchange application information for this part.



The **Transaction** column tells you whether Car Part Pro reported this part as being available.



This column will display one of the following:

Available as of: 01/02/2013 - 03:52 PM EST	A green icon indicates the part had not changed in your inventory and was still available when the user checked with Real Time Part Verification.
Information Updated as of: 01/07/2013 - 01:10 PM EST	A yellow icon indicates that the part was still in your system when the user checked, but some information had changed since the last upload. The user saw the message, **New Info! Contact Seller**.
Unavailable as of: 01/07/2013 - 01:12 PM EST	A red icon indicates that the part was not available in your system anymore when the user checked.

The notification will also tell you the price that was displayed to the customer, with information about what was factored into the price, such as brokering markup, warranty, and delivery.

Item	Description	USD
Markup	brokered	$12.50
Stock#: TESTPART	1997, Toyota RAV4, Fender, Left description: LH,w/o flares,MAROON EXT,WITH LINER AFTERMARKET OFF IN CAR grade: K, miles: 0, category: U	$125.00
Warranty: 90 Day	warranty code: STD	$0.00
Delivery: 2 Day	delivery to 41017 (0 miles)	$0.00
Total	laid-in	$137.50

The **My Notes** section allows you to save any notes about this request. After making or editing a note, click **Save**. These notes are private to your iCPM account and are not shared with other users.

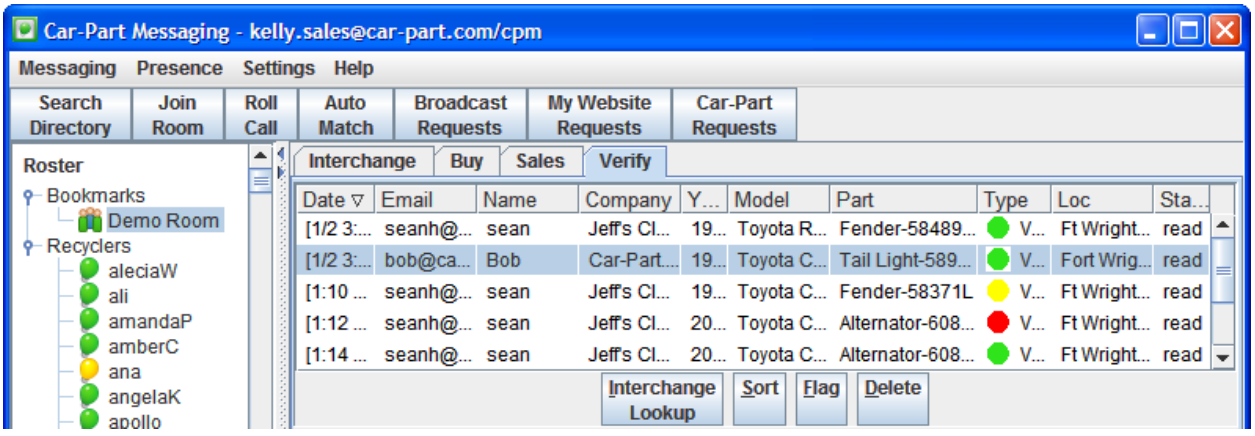
Item	Description	USD
Markup	brokered from	$12.50
Stock#: TESTPART	1997, Toyota RAV4, Fender, Left description: LH,w/o flares,MAROON EXT,WITH LINER AFTERMARKET OFF IN CAR grade: K, miles: 0, category: U	$125.00
Warranty: 90 Day	warranty code: STD	$0.00
Delivery: 2 Day	delivery to 41017 (0 miles)	$0.00
Total	laid-in	$137.50

My Notes: (saved)

Called customer and sold

Save Clear

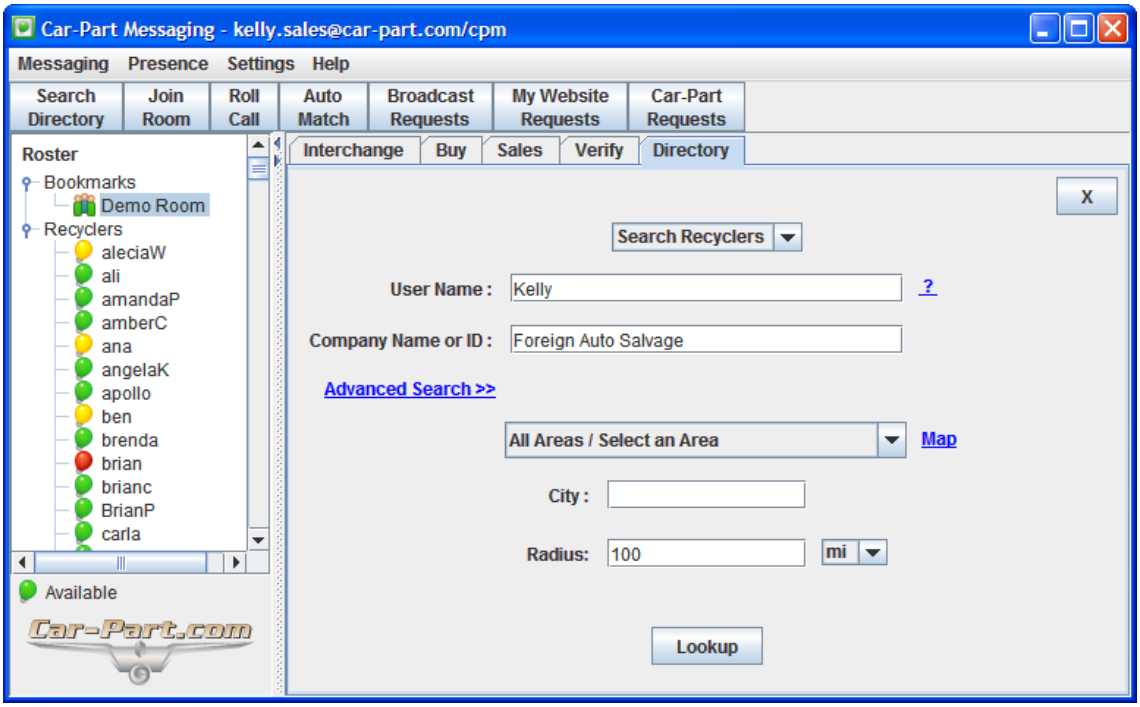
Much like the **Buy** and **Sales** tabs, you can sort and flag requests in the **Verify** tab.



Directory Tab

You can open the **Directory** tab by clicking on the **Search Directory** button or by going to ***Messaging>Search Directory***. From the **Directory** tab you can search for other iCPM users. For each search you must specify whether you are searching for a recycler or a vendor. The **User Name** field allows you to search by an individual's user name. The **Company Name/ID** field allows you to search by a yard name or Car-Part ID. You can use one or both of these fields to perform your search. For example, to locate Foreign Auto Salvage, you can enter either "Foreign Auto" or "1001" in the **Company Name or ID** field. The results will display all users at Foreign Auto Salvage. If you want to find Kelly at Foreign Auto Salvage, you can enter "Kelly" in the **User Name** field and "Foreign Auto" or "1001" in the **Company Name or ID** field. The results will display any users named Kelly at Foreign Auto Salvage.

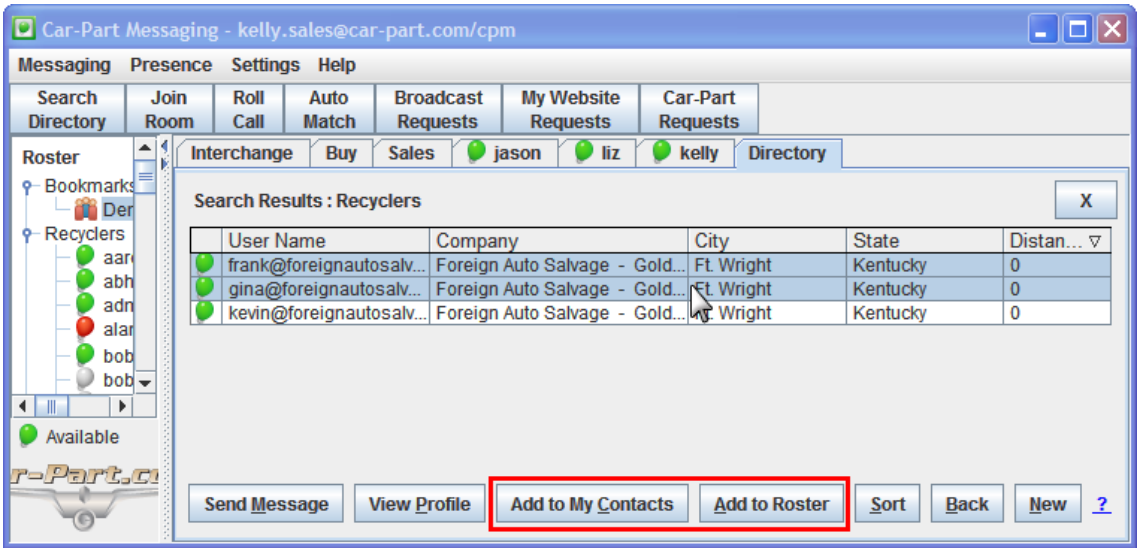
Click **Advanced Search >>** if you wish to further limit your results by location. When you have entered your search criteria, click **Lookup** to perform the search.



After clicking on the **Lookup** button, you will see the search results. The buttons at the bottom of the results list allow you to send a message to an iCPM user, add contacts to **My Saved Contacts**, add contacts to your roster, or sort the results.

Adding Multiple Contacts

To select multiple contacts to add to your roster or to **My Saved Contacts**, hold down the **Ctrl** key and click multiple contacts. To select all contacts, press the **Ctrl** and **A** keys simultaneously. Then click on the **Add to My Contacts** or **Add to Roster** button.



We suggest you use **Add to My Contacts** when adding multiple contacts. Up to 1000 contacts can be added at one time to **My Saved Contacts**, whereas up to 25 contacts can be added to your roster at once.

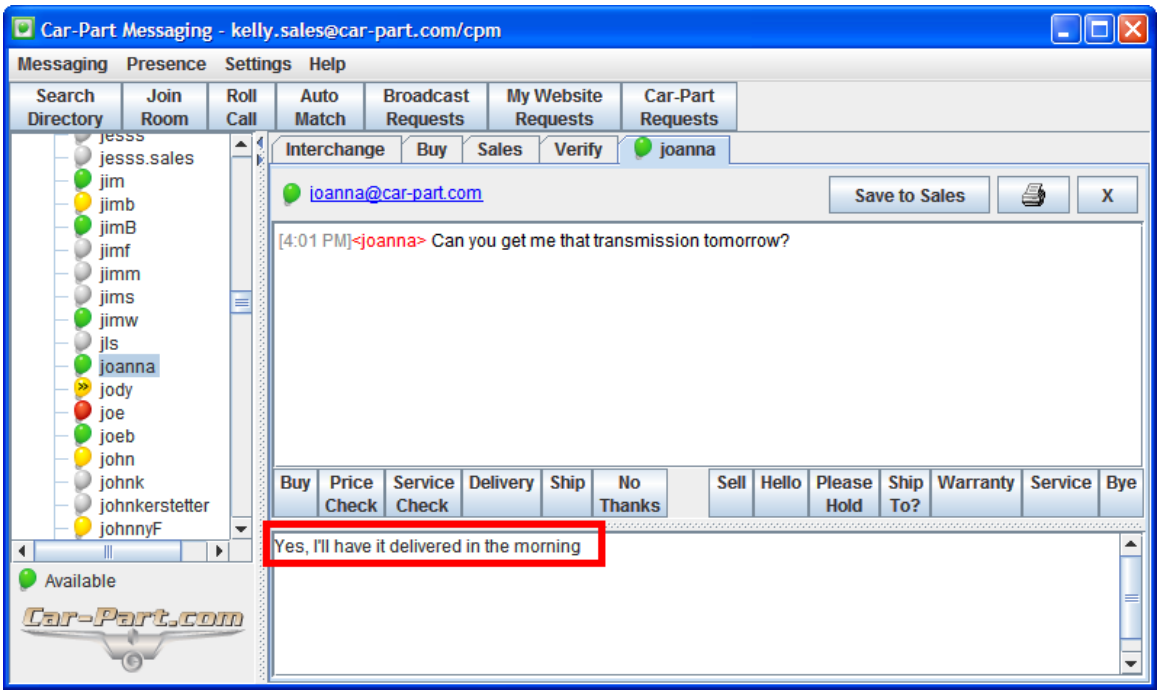
Navigating Tabs with Keyboard

Once you are comfortable with your tabs, you may find it faster to use your keyboard to navigate between them. To do this, press and hold your **Ctrl** key on your keyboard. Then press your **Tab** key to open the tab to the right, press **Shift** and **Tab** to open the tab to the left, or press a number (**1-9**) to select a specific tab.

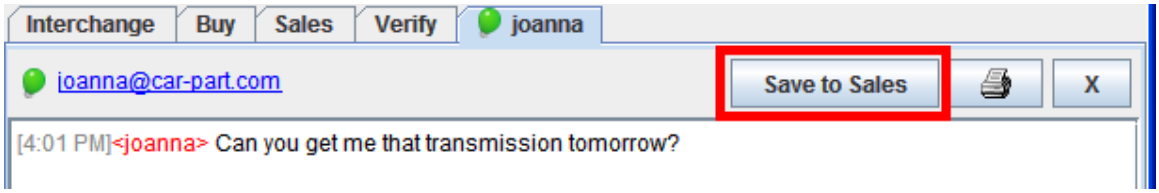
Messages

Sending a Private Message

To begin a private conversation with a contact in your roster, double-click on their name. A private messaging tab will appear where you can type your message. When you have finished typing your message, press the **Enter** key to send.



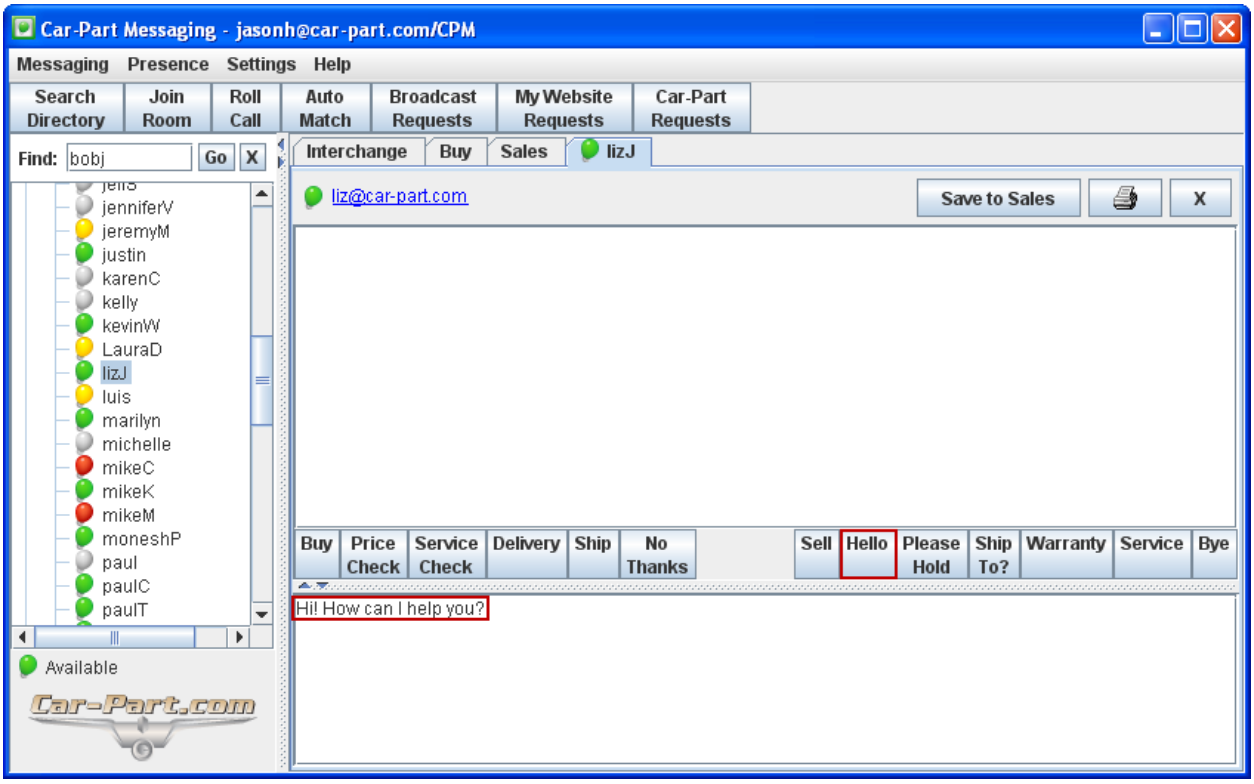
You can save any private conversation to your **Sales** tab by pressing the **Save to Sales** button at the top of your conversation.



Preset Messages

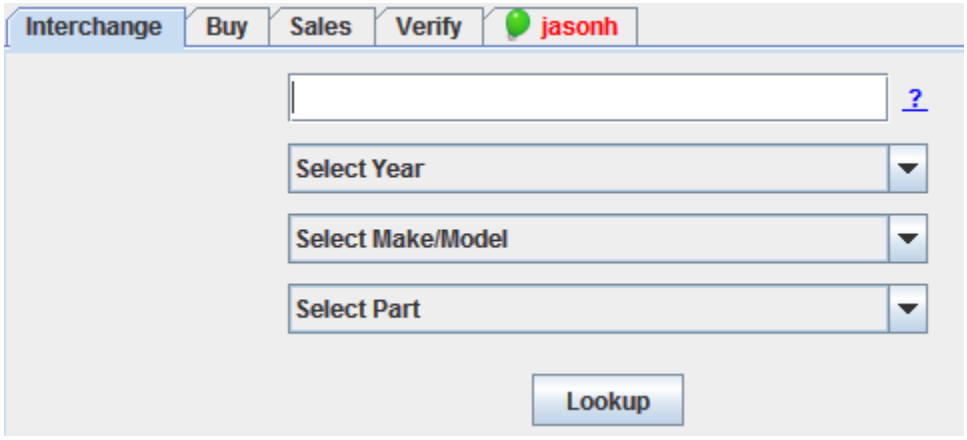
The buttons in this private messaging tab (**Buy**, **Price Check**, **Service Check**, **Delivery**, **Ship**, **No Thanks**, **Sell**, **Hello**, **Please Hold**, **Ship To?**, **Warranty**, **Service**, and **Bye**) help you easily send preset messages. There are many messages that you may find yourself sending in almost every conversation, like “Hi! How can I help you?” or “Thank you and have a great day!” The preset message buttons allow you to send these messages without re-typing the same message every time. Simply click on a button to insert or begin the appropriate message, then press the **Enter** key to send the message. The preset message buttons can save any text you want, such as “Hi! How can I help you?” or “Our standard warranty is 30 days.”

To edit a button label or message, right-click on the button to edit. The **Edit Preset Button** window will appear. From this window you can enter a 1-2 word title for the button and/or enter a new preset message for that button.



Receiving a Private Message

When someone sends you a private message that begins a conversation, a tab with that person's username will open and be brought to the front. Once you have started this conversation, the name on this tab will turn red whenever you receive a new message.



To reply to a message, simply click the tab of the chat you want to reply to. Type your response in the box at the bottom of the screen and press the **Enter** key.

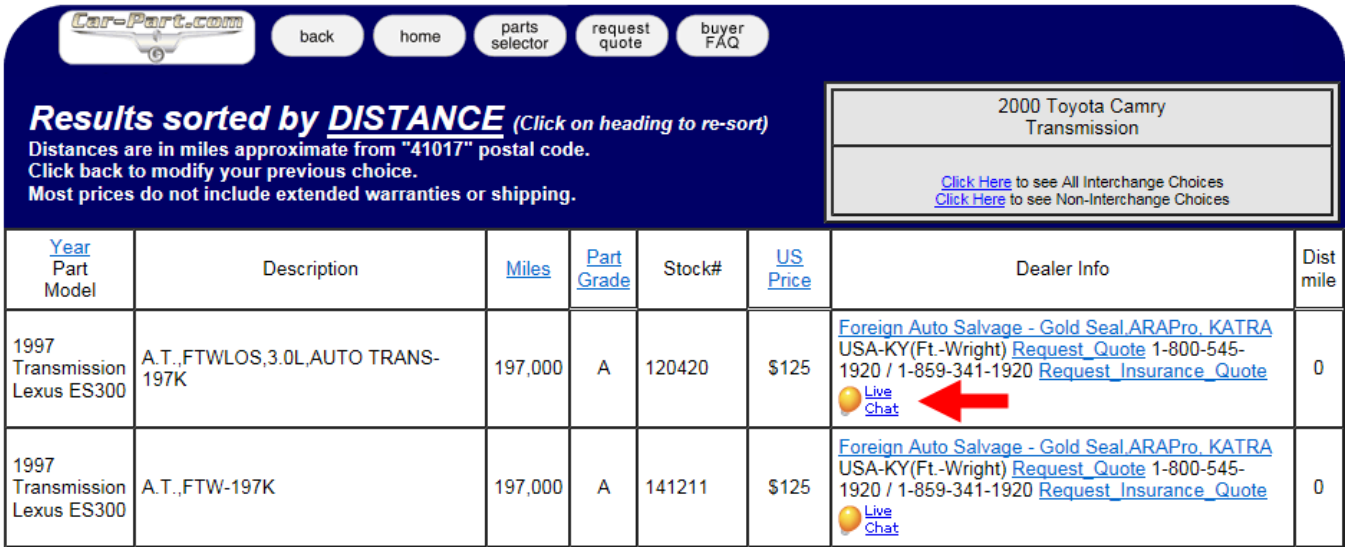
When you have a private message tab open, the light bulb will indicate to you whether the other person is typing. When the other person is typing, the light bulb will flash an exclamation point. If you do not receive a quick response, you can look for this exclamation point to see whether that person is in the middle of typing a response to you.

Receiving a Request

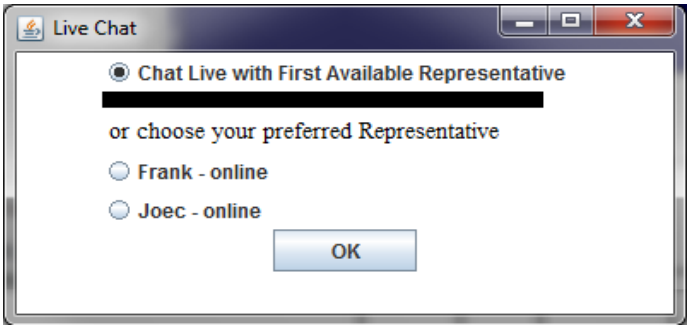
When a user sends you a private request through their Interchange tab, that request will be sent to your iCPM window as a new private message. In order for your response to appear correctly in the **Replies** column of that user's **Buy** tab, you must click the **Reply** link that follows the request they sent.

Live Chat/Live Service

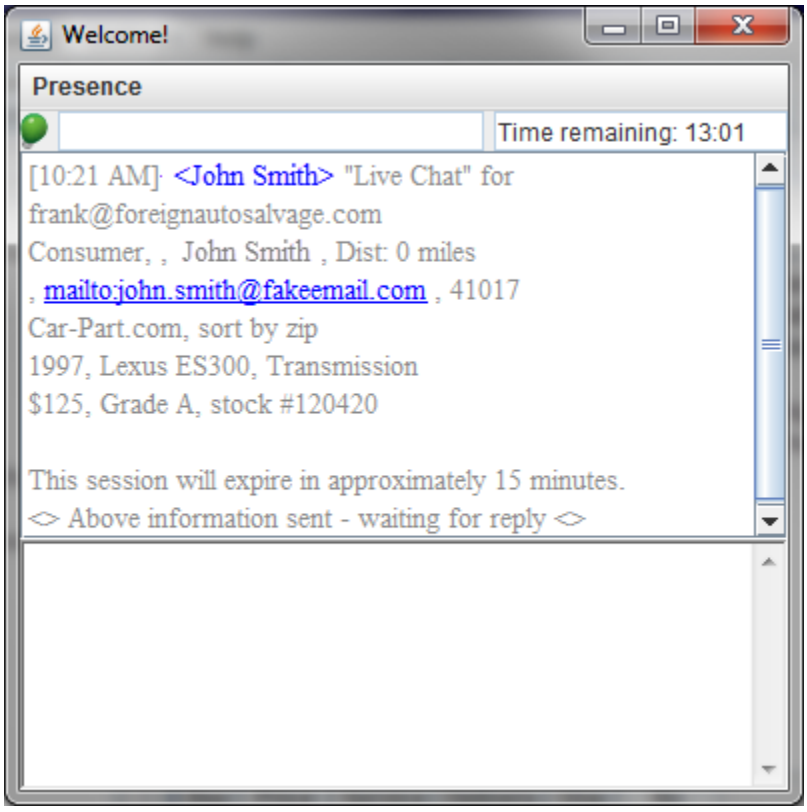
When a customer searches for a part using Car-Part.com or Car Part Pro, the search results include a **Live Chat/Live Service** option with your business information. This feature allows your customers to instantly connect with a representative of your shop and ask questions regarding a part in your inventory.



When the customer clicks the **Live Chat** link, they are prompted to enter their contact information, and are given the option to select their preferred representative or chat with the first available representative.

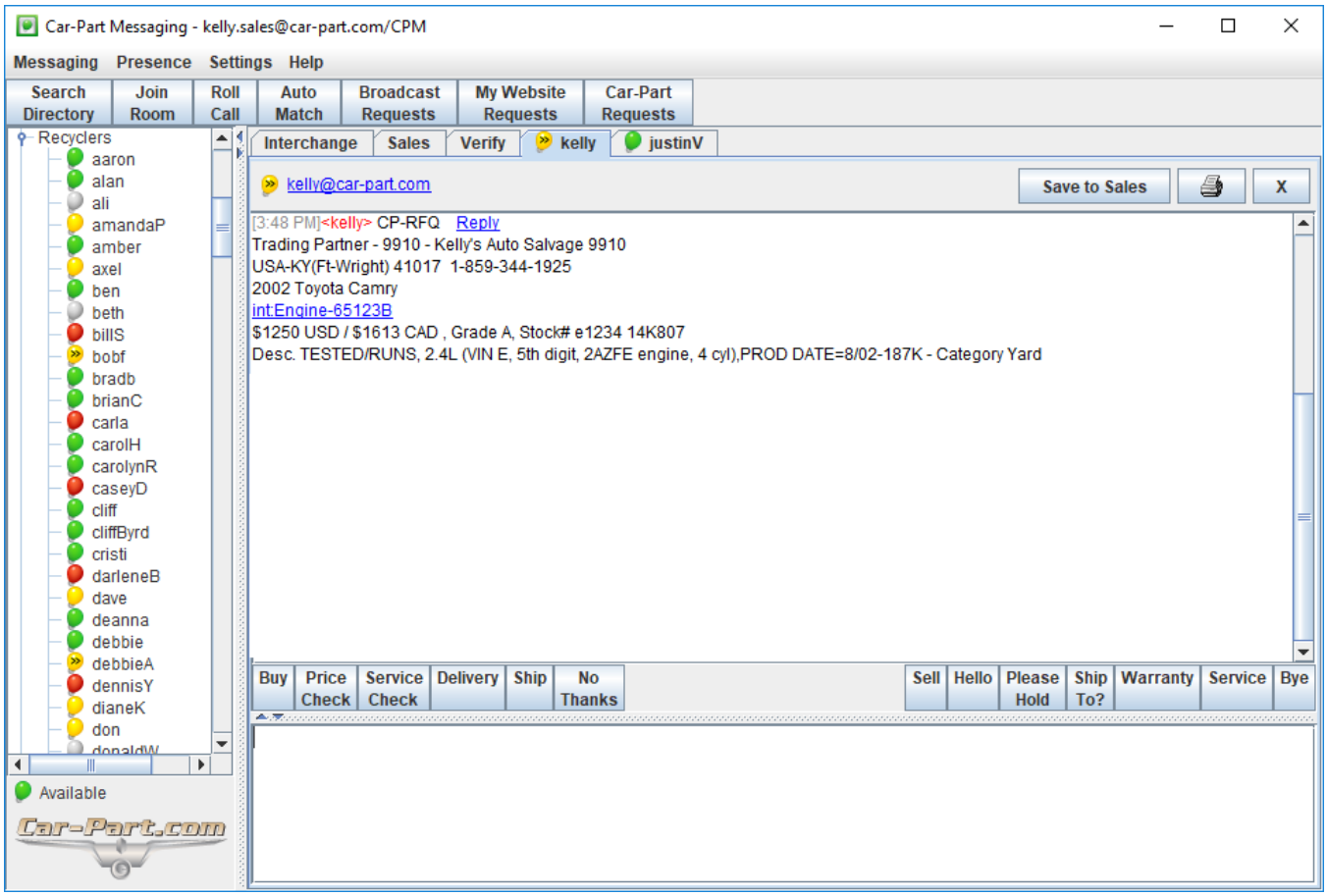


This is how the Live Chat/Live Service window appears to your customer:



In iCPM, this Live Chat/Live Service request will appear as a new message in your iCPM window. It will include the customer's contact information, information about their part search, and information about the specific part they clicked Live Chat/Live Service for.

Note: A Live Chat/Live Service session expires after 15 minutes. It is very important that you respond to these messages promptly.

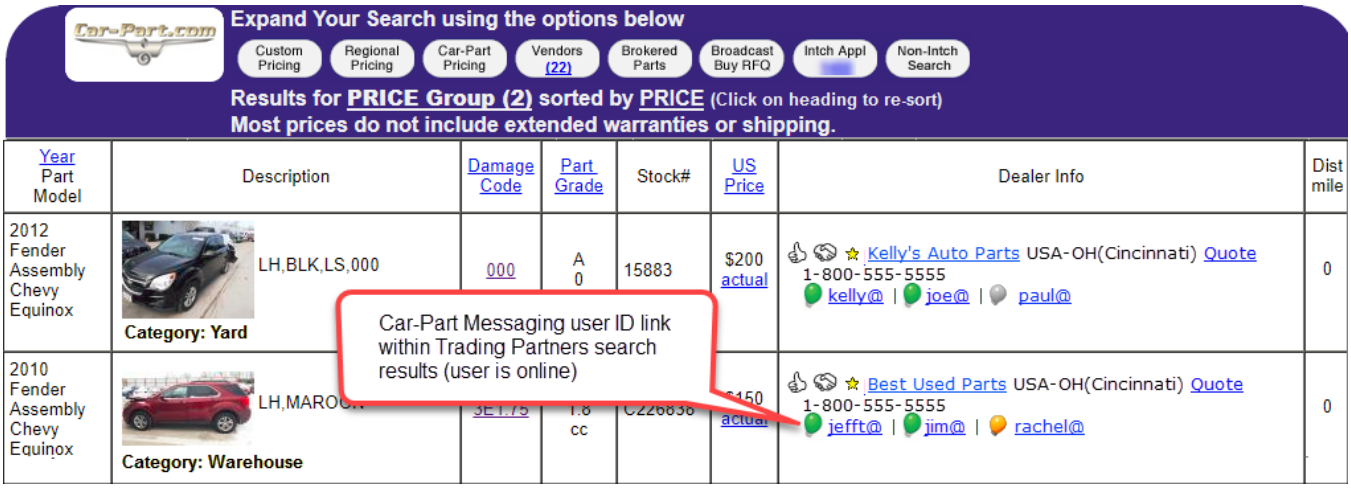


Sending Messages with Trading Partners Searches

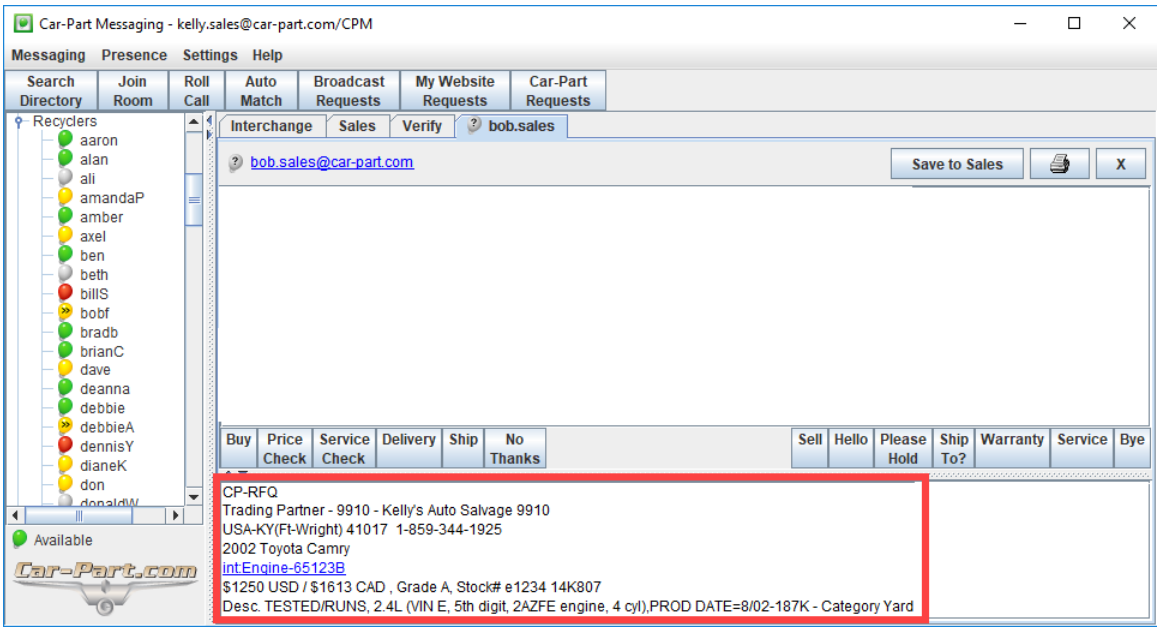
Sending Private Messages to Trading Partners

When you perform a Trading Partners search, you can immediately send a private instant message to a seller you want to purchase from. This message is sent directly to the seller with a request for a quote (CP-RFQ).

First, perform a Trading Partners search and locate the part you wish to buy. If the seller has Car-Part Messaging, you will see a link in the **Dealer Info** box with an iCPM user ID and a light bulb indicating their status.



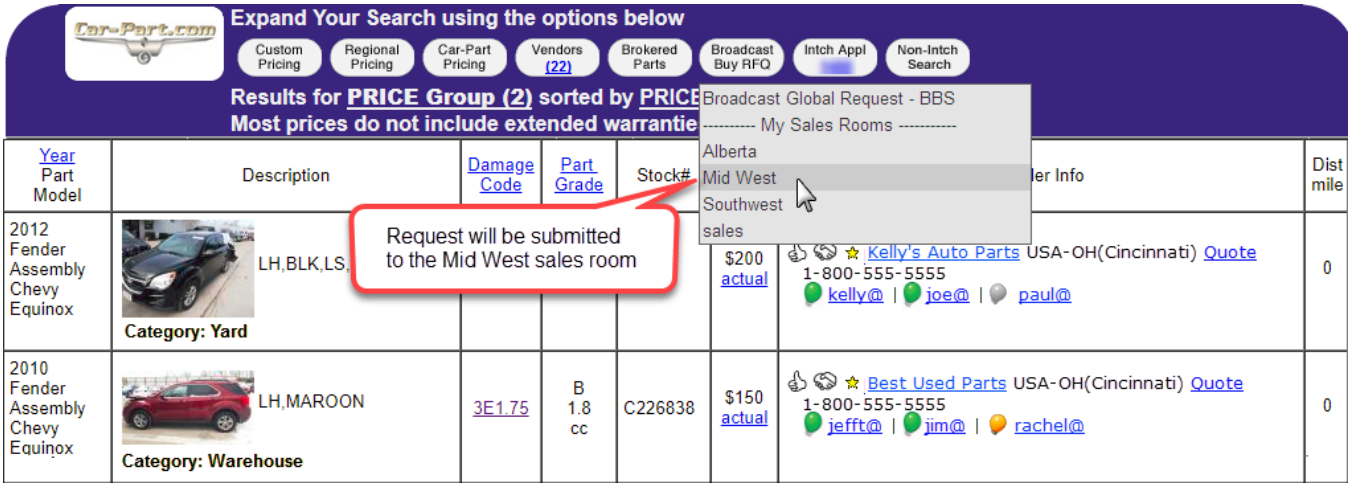
Click on the **iCPM user ID link** to send an instant message to this seller. An iCPM private message window will appear with the CP-RFQ information already inserted. You can also add any additional comments to the instant message CP-RFQ before sending. When you have finished typing your message, press the **Enter** key to send.



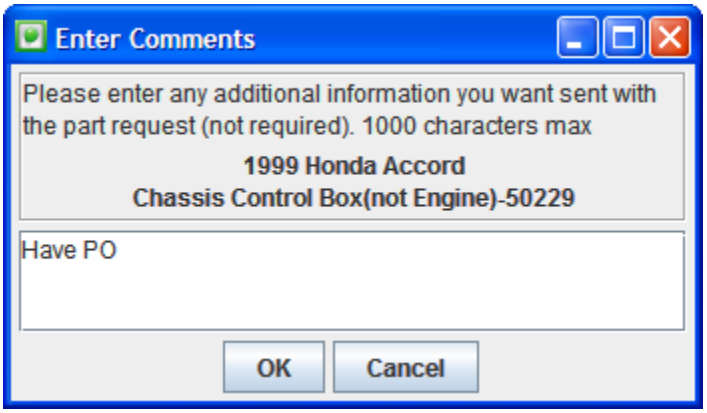
If you are the seller and someone sends you a CP-RFQ in this way, you will receive this information like a normal private message and you can reply with a quote or any other information.

Sending Trading Partners Requests to Sales Rooms

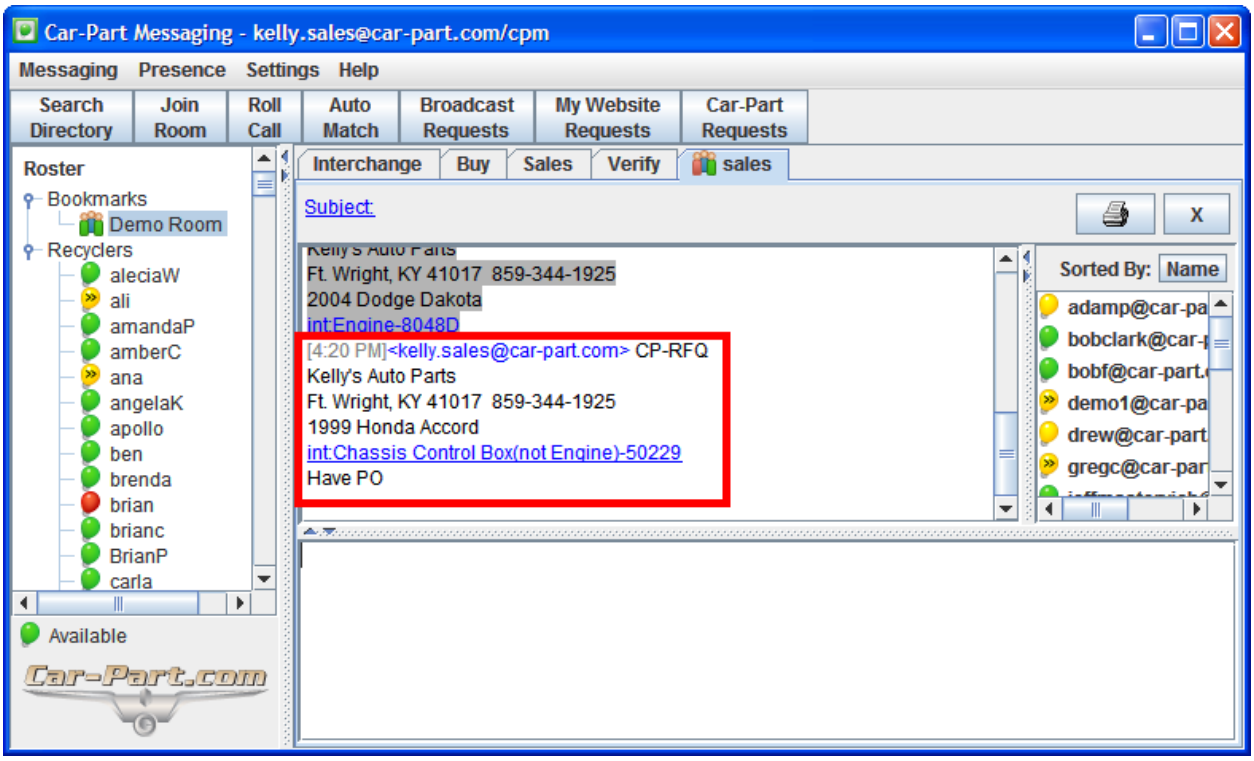
When performing a Trading Partners search, you have the option to submit the request to a sales room instead of only sending this message to one particular seller. To do this, perform your Trading Partners search and click on **Broadcast Buy RFQ**. You can then select the sales room that you would like to submit this request to. If there is a sales room you would like to be in this list that isn't there, contact your support rep.



Once you click on the sales room, you will be able to add additional information to the request before it is submitted. When you have finished typing any additional message (or if you have no additional information to include), press the **OK** button to submit this request to the sales room.

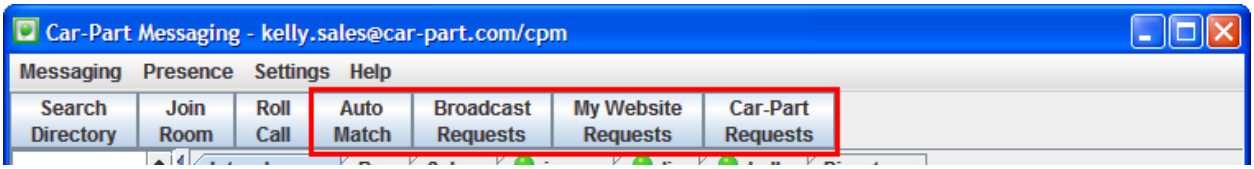


Members logged in to the sales room will automatically see the request.

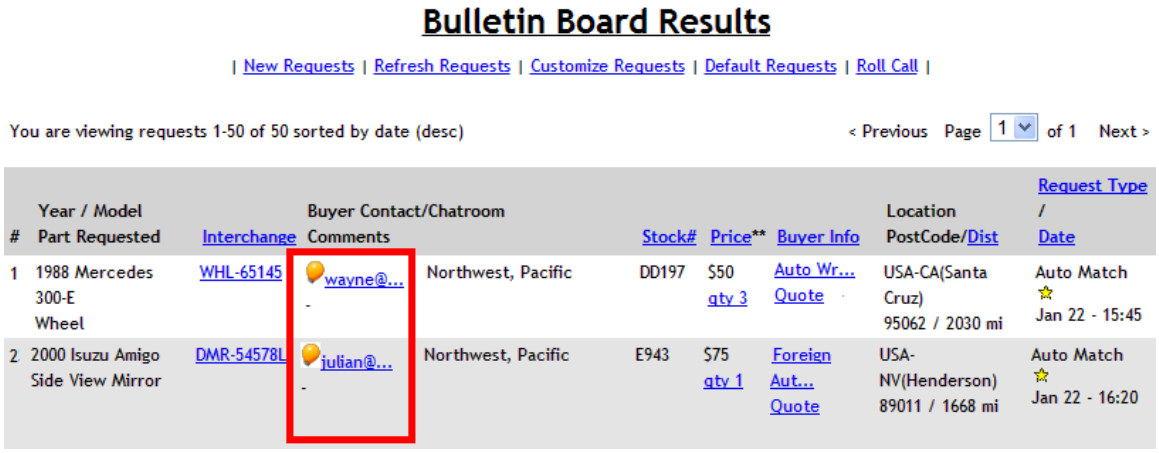


Starting a Private Conversation from the Bulletin Board

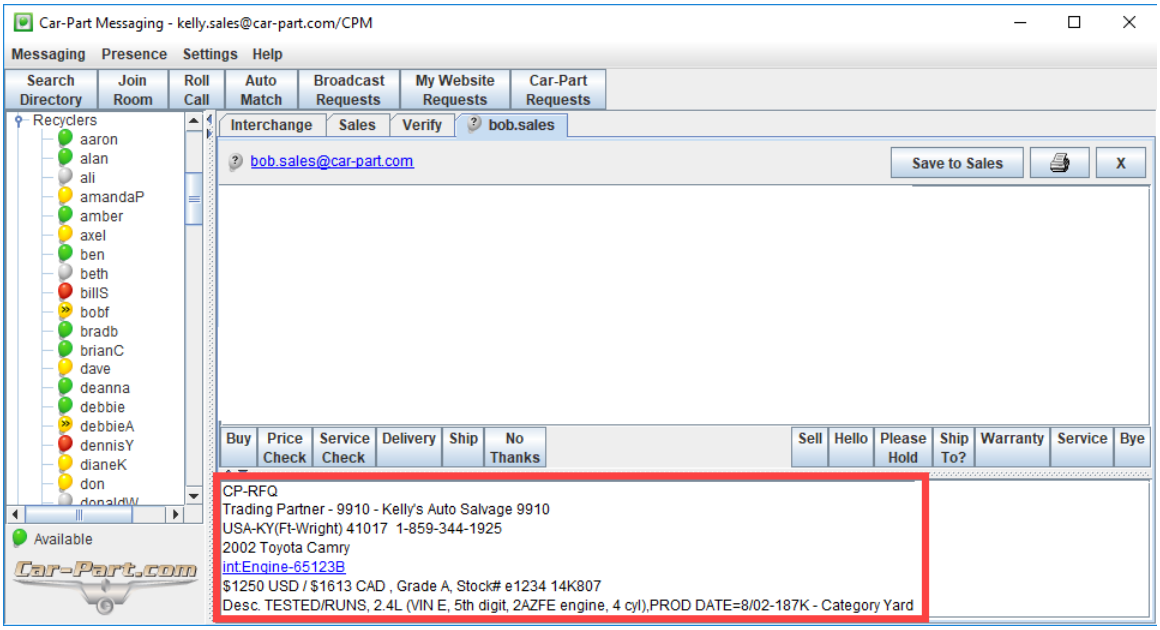
At the top of your iCPM window, there is a line of buttons. The **Auto Match** button will display only BBS posts that match your inventory – so you know you can make the sale. The **Broadcast Requests** button will display unfiltered BBS requests. The **My Website Requests** button will show you requests submitted through your website, and the **Car-Part Requests** button will show you requests submitted through Car-Part.com. While using the Bulletin Board Service (BBS) as a seller, you can send a private message (CP Quote) to a buyer. First, you must access the BBS. To do this, click on the **Auto Match** or **Broadcast Requests** buttons at the top of your iCPM window.



To send a private message from the BBS, click the **Auto Match** or **Broadcast Requests** button to see the latest part requests. When you see a request you would like to reply to, click on the link with the light bulb under **Buyer Contact/Comments**. This will bring you to an iCPM screen where you can send an instant message directly to the buyer.



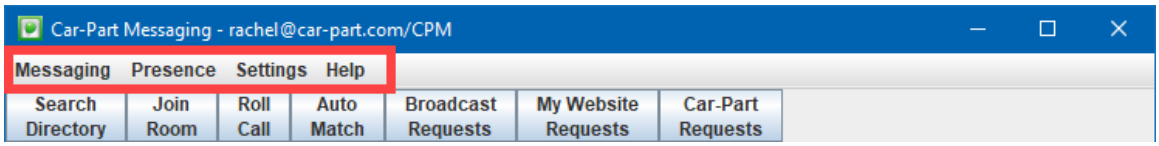
When you click the instant message link in the BBS, an iCPM private messaging screen will come up. You can add any additional comments to the CP Quote or modify any information (e.g., price) before pressing **Enter** and submitting it to the buyer.



Customizing Car-Part Messaging with the Menu Bar

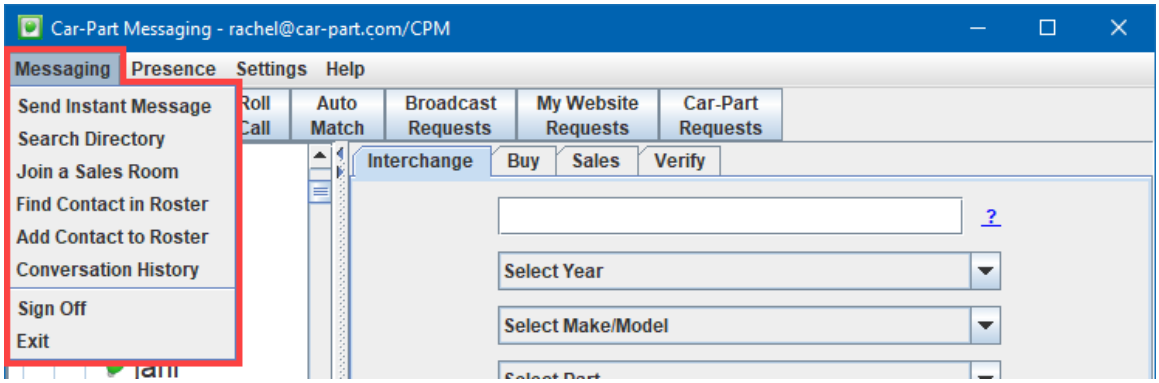
Menu Bar

The menu across the top of the screen allows you to format the way iCPM appears to you, customize the way your messages are received, and change how your presence appears to others.



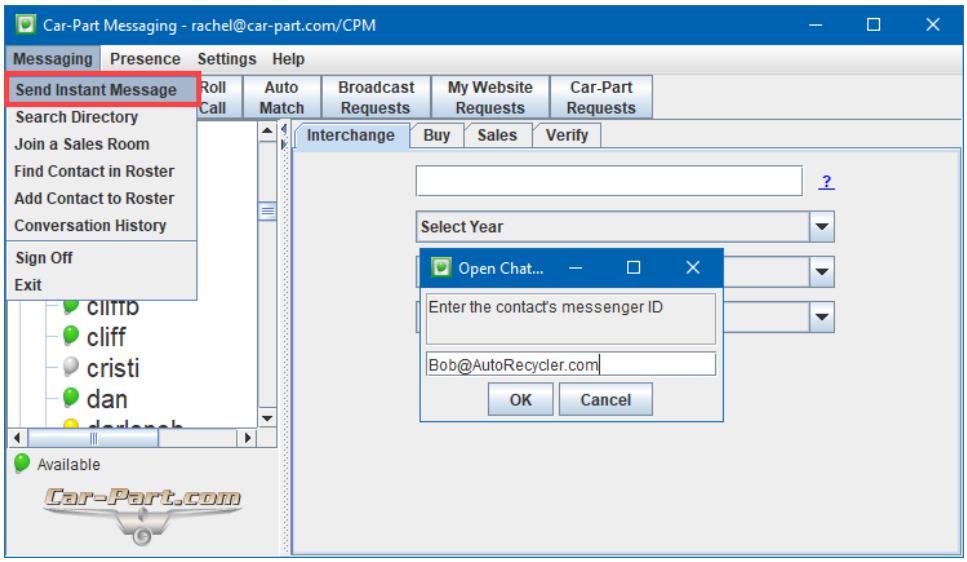
Messaging

The **Messaging** menu allows you to send an instant message, join a sales room, search for iCPM users, find a user in your roster, and sign off or exit iCPM.



Send an Instant Message

This option allows you to send an instant message to someone who is not currently in your roster. To use this function, click **Send an Instant Message** and enter the person's email address in the text box. Then press the **OK** button. This will open the instant message box and allow you to send a message.



Search Directory

The **Search Directory** option allows you to search for iCPM users by opening the **Directory** tab. This function is discussed earlier in this guide in the **Directory Tab** section.

Join a Sales Room

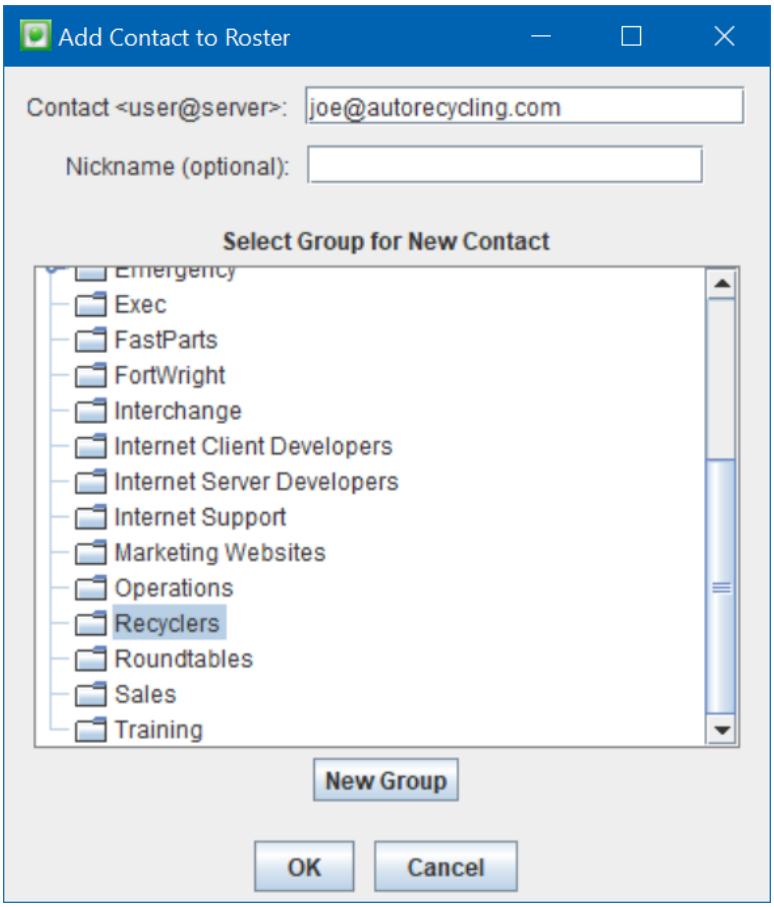
The **Join a Sales Room** option allows you to add a sales room to your **Bookmarks** so you can easily go back to it again. This function is discussed in the **Join Room** section of this guide.

Find Contact in Roster

The **Find Contact in Roster** option allows you to search for and quickly locate a contact on your roster. This function is discussed in the **Find Contact** section of this guide.

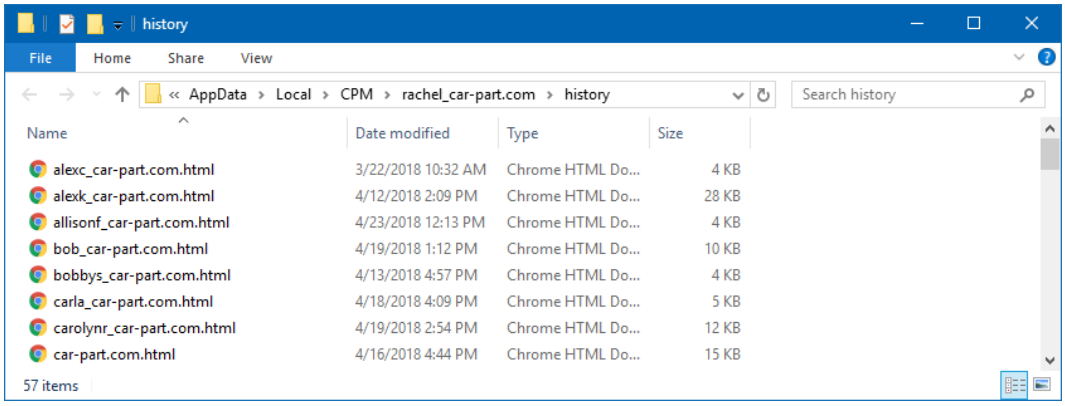
Add Contact to Roster

This option allows you to add a contact to your roster. Enter the contact's messenger ID. You also have the option of designating a nickname for the contact or adding the contact to a group. When you're finished, click **OK**.



Conversation History

Use this function to view history for any private conversation that you've had, whether the contact is on your roster or not. When you click this option, a folder will open that will display a list of your conversation histories.

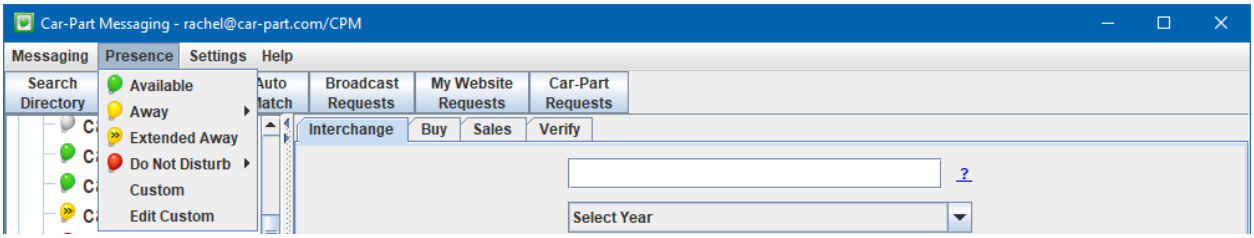


To locate the conversation history you'd like to view, you can sort the conversations alphabetically by messenger ID (Name) or by the date of your last conversation (Date modified). When you've found the right person, double-click on their name. This will open a new window or tab in your browser. Your entire messaging history with this user will be displayed.

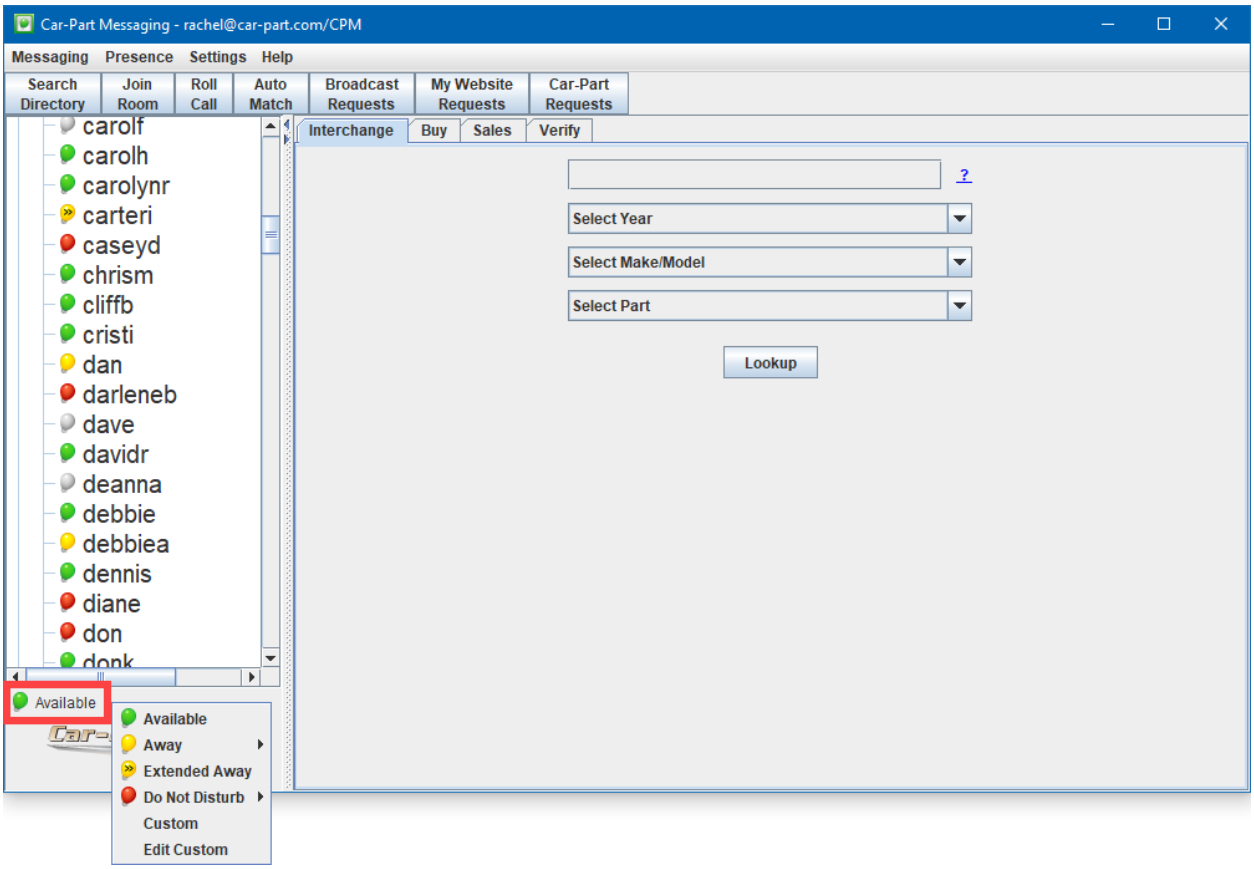
Presence

You can set your presence to make it easier for other users to understand your availability. Your presence is communicated through bulb colors in your contacts' rosters, and it is also used for Live Chat (for example, if you sent your presence as Do Not Disturb, customers searching your inventory will not see you as an available salesperson if they want to communicate via Live Chat).

To change your presence and bulb color, use the **Presence** menu.



You can also change your presence by clicking on the presence icon at the bottom of your roster (or your system tray) and selecting the appropriate presence.

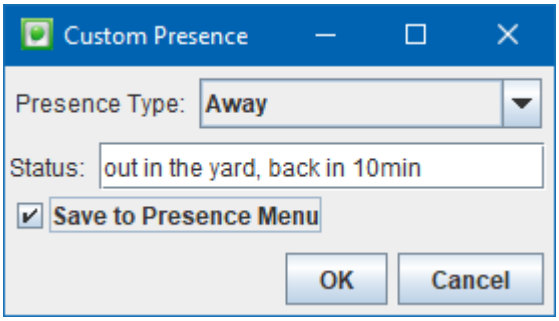


The available presences and bulb colors are:

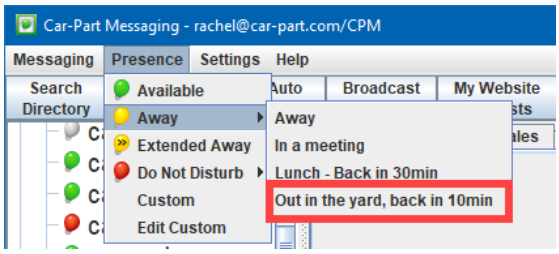
Available	A green light bulb indicates that you are active and available to chat.
Away	A yellow light bulb indicates that you are away from your computer. This status is normally used if you plan to be away for a short period of time. iCPM will also automatically assign this status if there have been no mouse movements for 5 minutes.
Extended Away	A yellow light bulb with two marks on it indicates that you are away from your computer and will be away for an extended period of time. iCPM will also automatically assign this status if there are no mouse movements for 30 minutes.
Do not Disturb	A red light bulb indicates that you are logged on, but do not wish to be disturbed.

Setting a Custom Presence

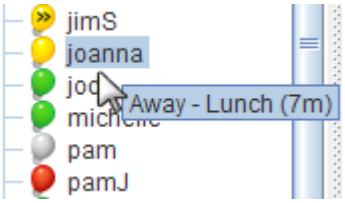
You can manually set your presence by going to the **Presence** menu at the top of your iCPM window. From there, you can choose a status or choose **Custom** to add a status message. This message will be available to anyone who has you on their roster, so they can see why you are away.



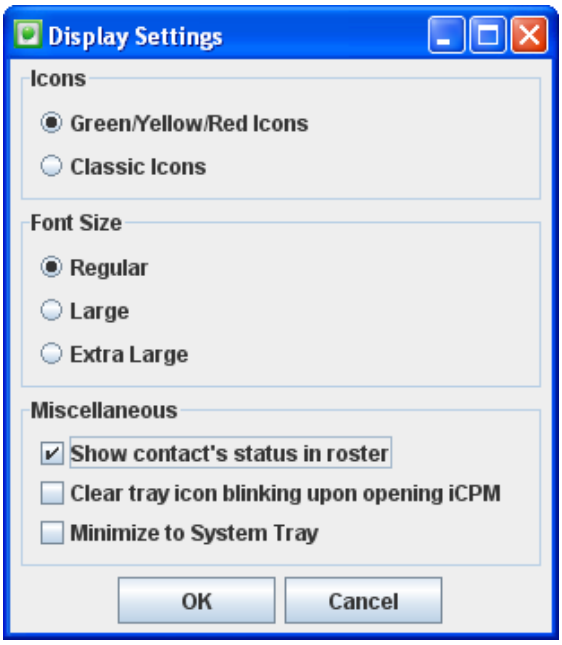
If you frequently use a particular custom presence, you can click the **Save to Presence Menu** check box. This will make this presence an option on the **Presence** menu, allowing you to quickly select this as your presence.



To view someone else's status message, hover your cursor over the user's name on your roster. If they have set a status message, it will appear along with the amount of time they have been away.



If you would like your contacts' status message to automatically show next to their username on your roster, go to ***Settings>Display***. In the **Display Settings** window, click the checkbox next to **Show contact's status in roster** and then click the **OK** button.

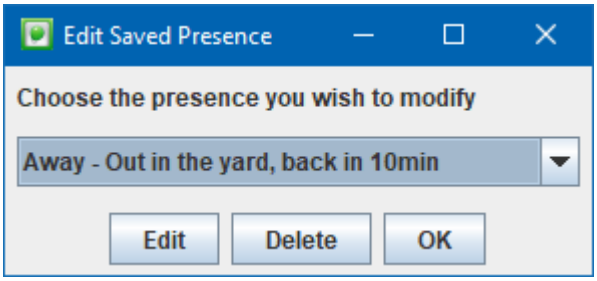


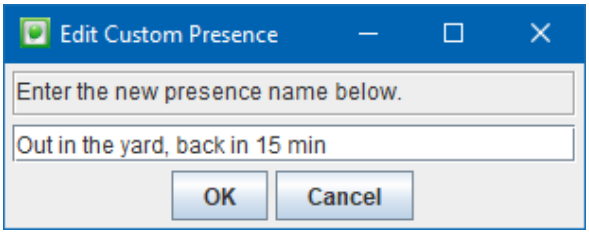
Editing a Custom Presence

You can edit or delete your previously saved custom presence options by selecting the ***Presence>Edit Custom*** menu option at the top of your iCPM window.

Select the presence you want to modify and then click **Edit** or **Delete** to modify it.

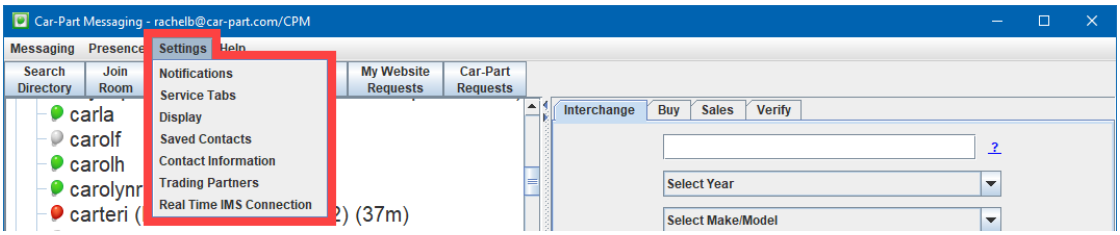
When you are finished making changes, click **OK** to close these windows.





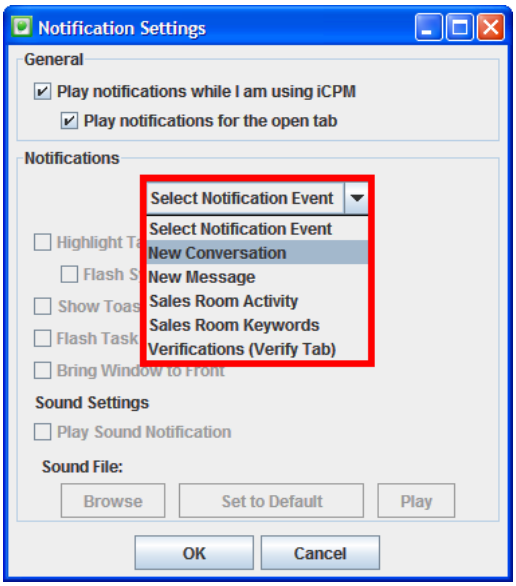
Settings

The **Settings** menu allows you to determine how you would like to receive notifications for new messages and how you would like your roster to display. You can specify how you would like your buy and sell requests to display in the **Buy** and **Sales** tabs, and you can edit your Trading Partners user settings.



Notifications

To change your notification settings, go to ***Settings>Notifications***.



Use this window to specify your notification preferences. Notifications can be customized for the following events:

- **New Conversation** – This is when you receive an initial private conversation and no tab is already open for that contact. (By default, this event will receive a notification.)
- **New Message** – This is when you receive a new message from a contact you have started a conversation with. (By default, this event will receive a notification.)
- **Sales Room Activity** – This is when the **Sales** tab has a new request for review.
- **Sales Room Keywords** – This is when a recycler in a sales room has submitted a message that includes a keyword you have saved in your Keywords list. (By default, this event will receive a notification for the keyword **CP-RFQ**.) When you select **Sales Room Keywords** to edit, a **Keywords** button appears. Click this button to edit your keywords.
- **Verifications (Verify Tab)** – This is when a customer clicks the **Confirm Availability** button (Real Time Part Verification) during their search to confirm the availability of a part in your inventory.

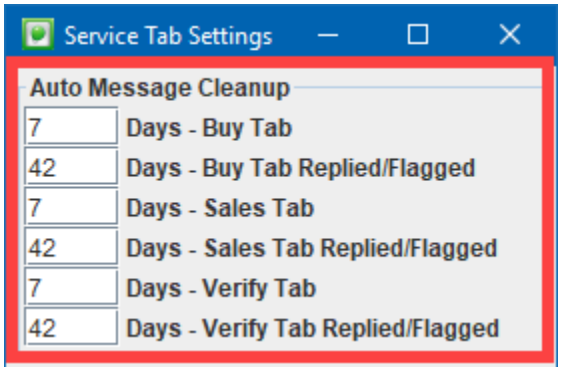
To change your notification preferences, select the activity from the drop-down menu. Now you can choose the notifications you would like when that event happens.

- **Highlight Tab** makes the name of a tab turn red.
- **Flash System Tray Bulb** makes your system tray iCPM bulb flash a horizontal line for sales room activity or an exclamation point for a private message.
- **Toaster Pop-up** makes a pop-up window appear to tell you that the event has happened.
- **Flash Task Bar** makes the minimized task bar on your Windows desktop flash.
- **Bring Window the Front** makes iCPM automatically come to the front of your screen.
- **Play Sound Notification** plays a sound.
- **Browse** button allows you to change the sound notification for this event.

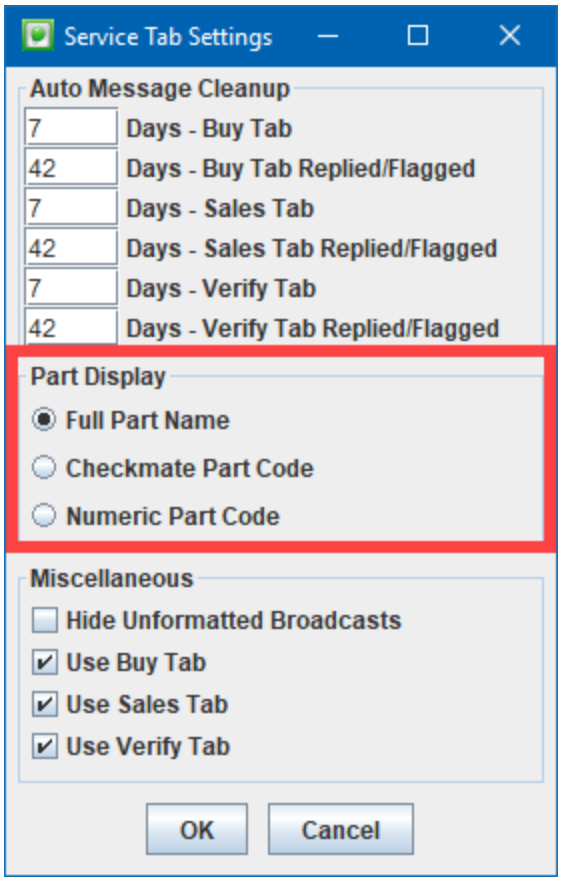
Service Tabs

The **Service Tab Settings** allow you to customize how requests are viewed and organized in the **Buy**, **Sales**, and **Verify** tabs in iCPM.

The **Auto Message Cleanup** determines the number of days an item stays in the **Sales** tab, **Buy** tab, or **Verify** tab. You can specify a certain number of days for unflagged or flagged items separately. In this example, all tabs will keep messages that have been flagged or responded to for 42 days while other messages are only kept for 7 days.

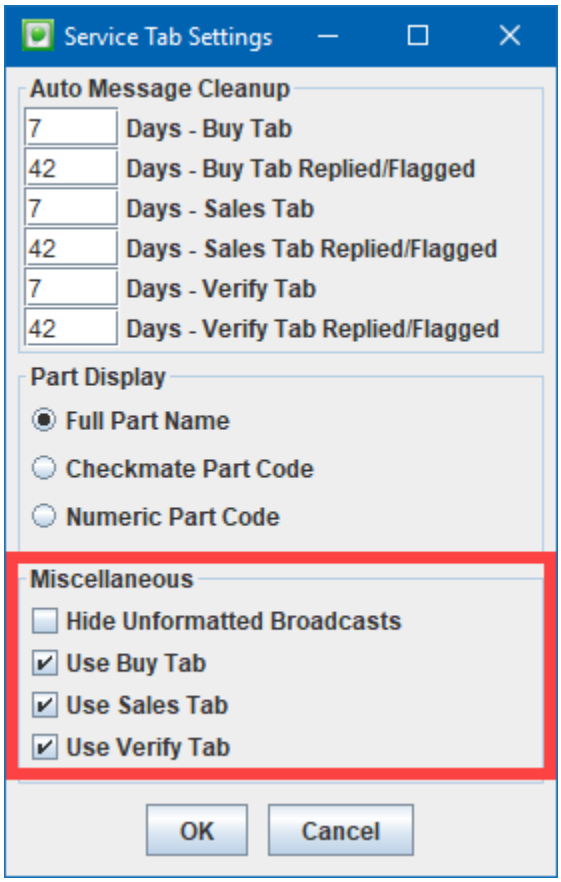


The **Part Display** function allows you to specify how you would like your parts displayed in the **Buy** tab, **Sales** tab, and **Interchange Applications**. You may choose to display parts with the full part name (e.g., Engine-5042B), the Checkmate part codes (e.g., ENG-5042B), or numeric part codes (e.g., 300-5042B).



Under **Miscellaneous**, the **Hide Unformatted Broadcasts** function allows you to filter out all unformatted broadcasts from the **Buy** or **Sales** tabs.

- If this option is checked, the **Buy** and **Sales** tabs will only display part requests that are formatted (i.e., include the term “CP-RFQ”). All unformatted requests will be hidden.
- If this option is unchecked the **Buy** and **Sales** tabs will display all sales room posts, regardless of whether they are formatted (i.e., include the term “CP-FRQ”).

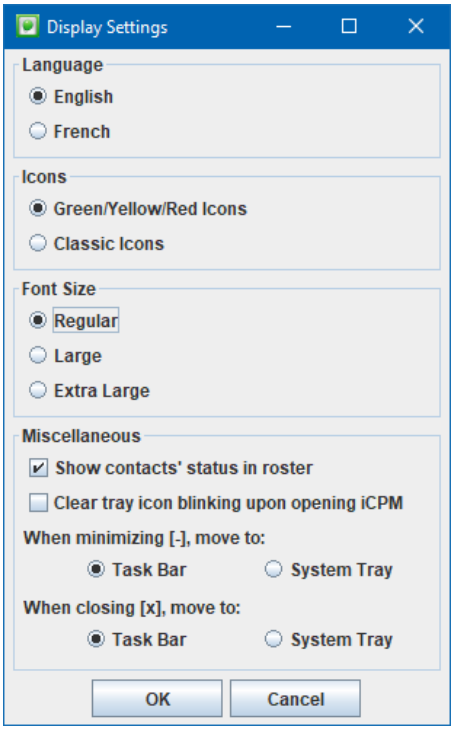


You can also uncheck the **Buy**, **Sales**, or **Verify** tabs to hide them from iCPM.

Note: If you uncheck/hide any of these tabs, the tabs will stop collecting information. When you begin using these tabs again, they will not have any information in them from the time period when they were hidden.

Display

To customize how your iCPM displays, go to ***Settings>Display***. The **Display Settings** window will open.



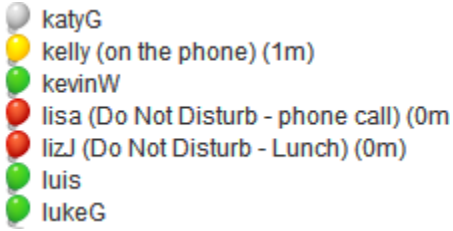
The **Language** section allows you to specify which language you want to use

The **Icons** section allows you to specify what style of you want to use for iCPM presence icons. We recommend that you keep your iCPM presence icon colors set to **Green/Yellow/Red Icons**. However, you can change the colors back to the Classic CPM colors:

- Yellow for available
- Grey for away
- Red for unavailable

The **Font Size** section allows you to specify how large you would like the text in the iCPM window to appear.

The **Miscellaneous** section allows you to show the status for all the users in your roster. For example, you will see how long someone has had a certain status and you will see a custom message that the user has added, such as “at lunch.”

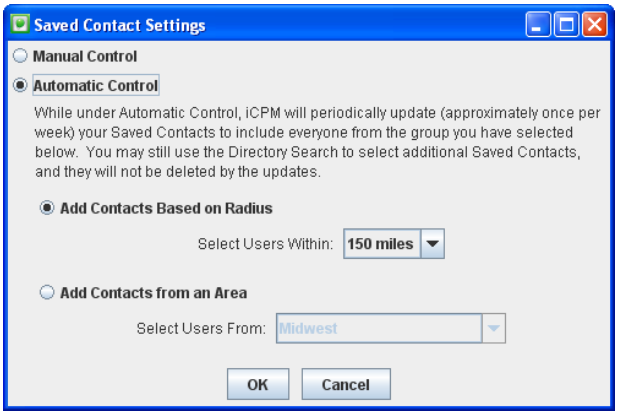


You can also choose to clear blinking exclamation point icons when you open iCPM. If you check this box, then when you receive a message and the bulb in your system tray is blinking, it will stop blinking when you open the iCPM window. If you leave this box unchecked, the icon will continue to blink until you view that conversation's tab.

This section also lets you choose what will happen when you minimize or close out of your iCPM window. By clicking the appropriate radio button, you can decide whether the iCPM icon will remain in your **Task Bar** or **System Tray**.

Saved Contacts

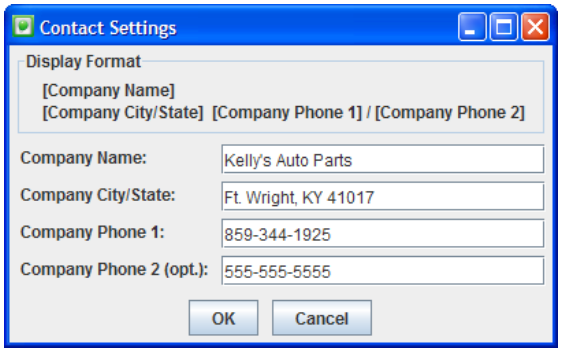
To open the **Saved Contact Settings** window, go to ***Settings>Saved Contacts***. This allows you to customize your **My Saved Contacts** group. **Saved Contacts** can be updated manually or automatically. The default setting for **Saved Contact Settings** automatically adds contacts located within a 150-mile radius.



- **Manual Control** – When **Manual Control** is selected, you must add contacts to your **Saved Contacts**. If you currently have contacts that were added automatically, they will be removed from the list when **Manual Control** is selected.
- **Automatic Control** – While under **Automatic Control**, iCPM will automatically update your **Saved Contacts**. You may still use the **Search Directory** function to add additional contacts. Contacts can automatically be added based on distance from your business or by the area where they are located.

Contact Information

The **Contact Settings** option allows you to list the information that will appear to other recyclers when you receive a request for a quote (CP-RFQ) or post a buy request. This information lets other recyclers know how to contact you quickly by either CPM or phone. The city and state also appear so the other recyclers know your location (this can be helpful when determining shipping costs).



Trading Partners

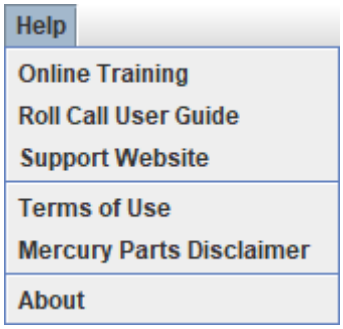
The Trading Partners settings ensure that iCPM has your Trading Partners information. This information is used to make the correct connections for you. For assistance with these settings, please contact your support rep.

Real Time IMS Connection

The Real Time IMS Connection must be configured on at least one machine per business for Car Part Pro's Real Time Part Verification feature to determine the status of a part. For Checkmate, it is recommended that the Real Time IMS Connection be configured in iCPM on the Checkmate server. For assistance with these settings, please contact your support rep.

Help

The **Help** menu gives you access to this user guide, provides an easy way to give a support tech access to your computer when needed, and shows you the version of iCPM you are using.



Online Training

The **Online Training** option gives you access to the current version of this user guide.

Roll Call User Guide

Roll Call User Guide gives you access to the current version of the Roll Call User Guide.

Support Website

The **Support Website** option gives you a quick way to give a Car-Part support tech access to your computer in the event that you have a problem or a new product or service needs to be installed. There is no need to use this function unless a Car-Part support representative provides instructions.

Terms of Use

The **Terms of Use** is the licensing agreement that details the responsibilities for users of iCPM. It is important that all users of iCPM read and understand these guidelines.

Mercury Parts Disclaimer

Mercury Parts Disclaimer will open the Mercury Parts Disclaimer in your Internet browser.

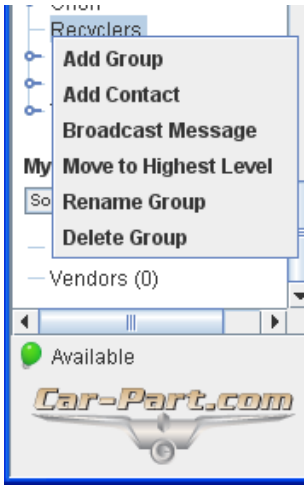
About

The **About** option will show you the version of iCPM you are currently using. This window also shows you the version of the Hollander™ Interchange being used with iCPM.

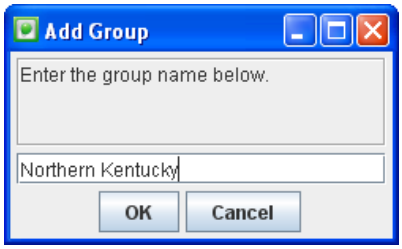
Organizing Your Roster

When you first install iCPM, a Car-Part representative will help you place your contacts in a group called **Recyclers**. As you start using the application and feel that you would like your contacts divided further into more subgroups, you can easily set these up.

To create a new subgroup, right-click on **Recyclers** and select **Add Group**.

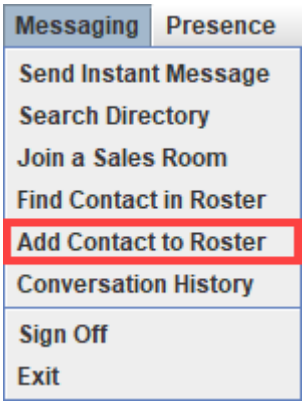


The **Add Group** window will appear. Type in the name of the group you wish to create and click **OK**.

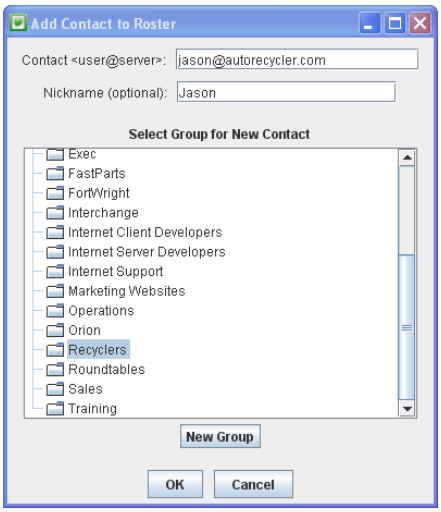


Your new group will appear as a subgroup to the **Recyclers** group. You can click and drag your existing contacts into your new group to reorganize your roster. To make this new group one of your main groups (instead of a subgroup), right-click on the group name and select **Move to the Highest Level**.

To add an individual to your roster, go to ***Messaging>Add Contact to Roster***.



The **Add Contact to Roster** window will appear. Enter your contact's email address in the **Contact** field. If you wish to give this person a shorter nickname, you can also enter that in the **Nickname** field. Select a group from the **Select Group for New Contact** box to indicate which group in your roster you would like to add this contact to. Click on the **New Group** button to add a new group to your roster. To create a subgroup, select a group and then click on the **New Group** button. When you are finished, press the **OK** button.



You can also add a group by right-clicking in your roster and clicking on **Add Group**.

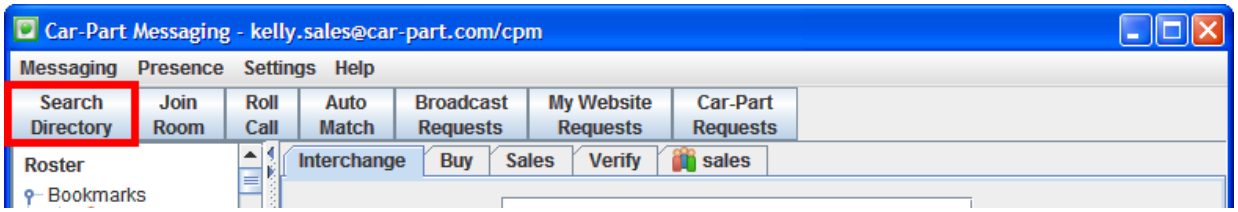
To remove or rename a group, right-click on the group in your roster and click on the appropriate option.

Contacts can be in multiple groups; if you would like to add your contact to more than one group, repeat this process and select the next group from the **Select Group for New Contact** box.

Toolbar

Search Directory

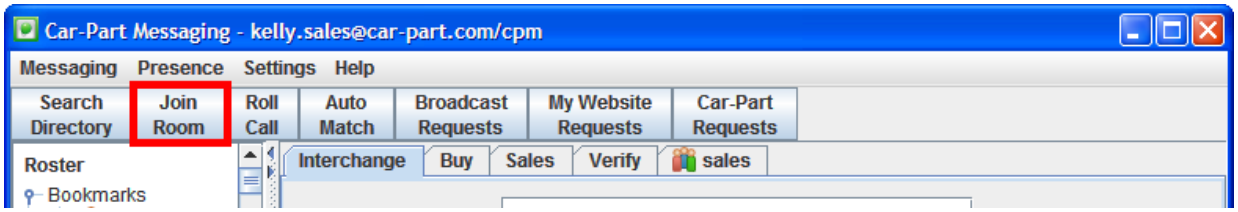
The **Search Directory** function in the Toolbar allows you to search for recyclers or vendors to message. To search for a recycler or a vendor, enter a user name and/or company name/ID. You can also click on **Advanced Search >>** to search by location. Click on the **Lookup** button to perform the search.



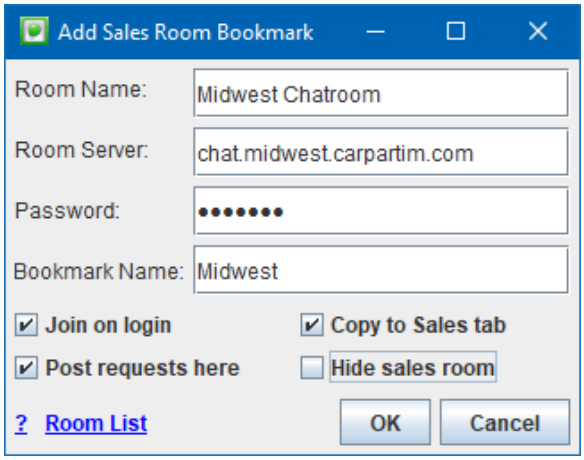
The **Search Directory** function is also used to add contacts to your roster or to **My Saved Contacts**. To add a contact, perform a search with the **Search Directory** function, click on a contact to select it, and then click the **Add to My Contacts** or **Add to Roster** button.

Join Room

The **Join Room** button allows you to add sales rooms to your roster.



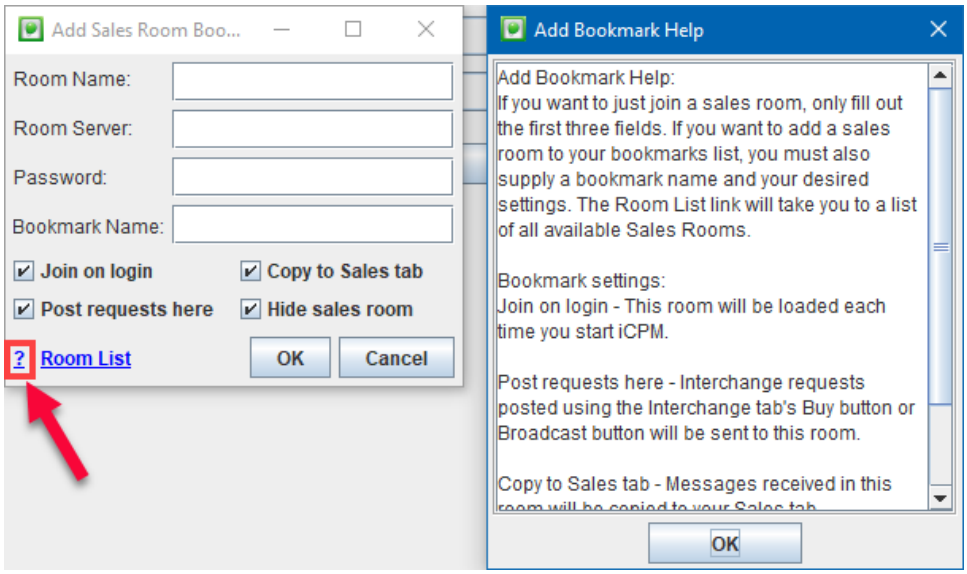
When you click this button, the **Add Sales Room Bookmark** window will open. Enter the information about the room you wish to join. When finished entering the information click **OK** to add the room. If you need help with this process, contact a support rep.



The checkboxes at the bottom of the text box allow you to make choices on how you view the sales room.

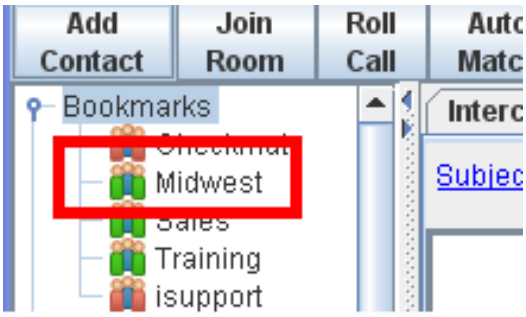
- **Join on login** – Checking this box will automatically log you into this sales room when you log in to iCPM.
- **Post Requests Here** – Interchange requests posted using the **Interchange** tab's **Buy** button or **Broadcast** button will be sent to this room.
- **Copy to Sales tab** – This allows all the entries in this sales room to be posted to the **Sales** tab.
- **Hide Sales room** – If this is checked, no sales room tab will be shown when you open this room; instead, messages are sent straight to your **Sales** tab.

For help with any of the **Sales Room Bookmark** fields, click on the small **?** on the bottom left of the page. A help box will open with additional information about bookmarking sales rooms.



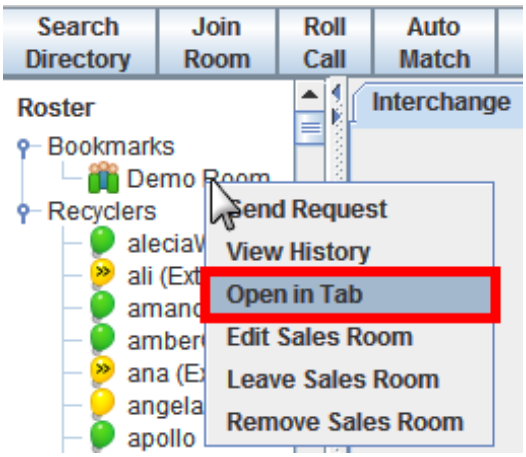
Viewing a Sales Room

Once you have a sales room on your roster, just double-click the name to open the sales room tab. The icon next to the sales room name in your roster will turn green to indicate that you have joined this room.



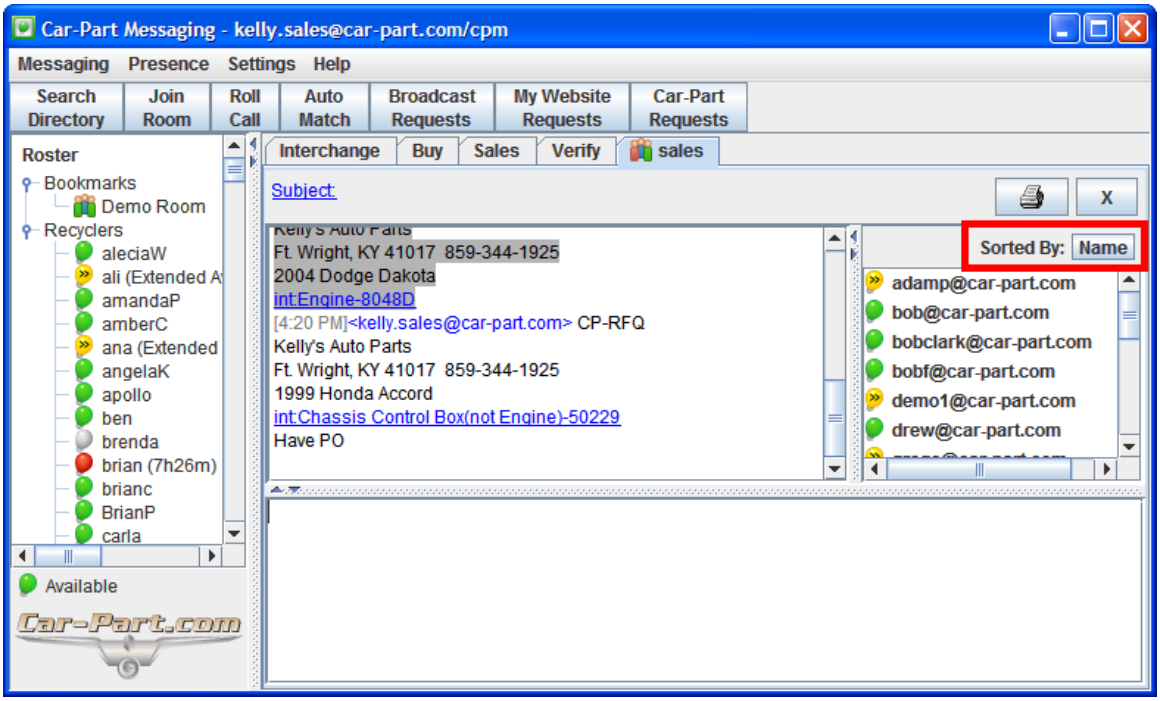
A sales room tab will open. The sales room has a list on the right of all the users logged in to the sales room at this time. When a CP-RFQ is posted to this room, iCPM will sound a tone to alert you and send that request to your **Sales** tab for your review.

If you want to open a sales room without sending requests to your **Sales** tab, don't double-click to open the room. Instead, right-click and select **Open in Tab**. You will be able to view the sales room but CP-RFQs will not be sent to your **Sales** tab unless this function has been enabled previously when entering this room.



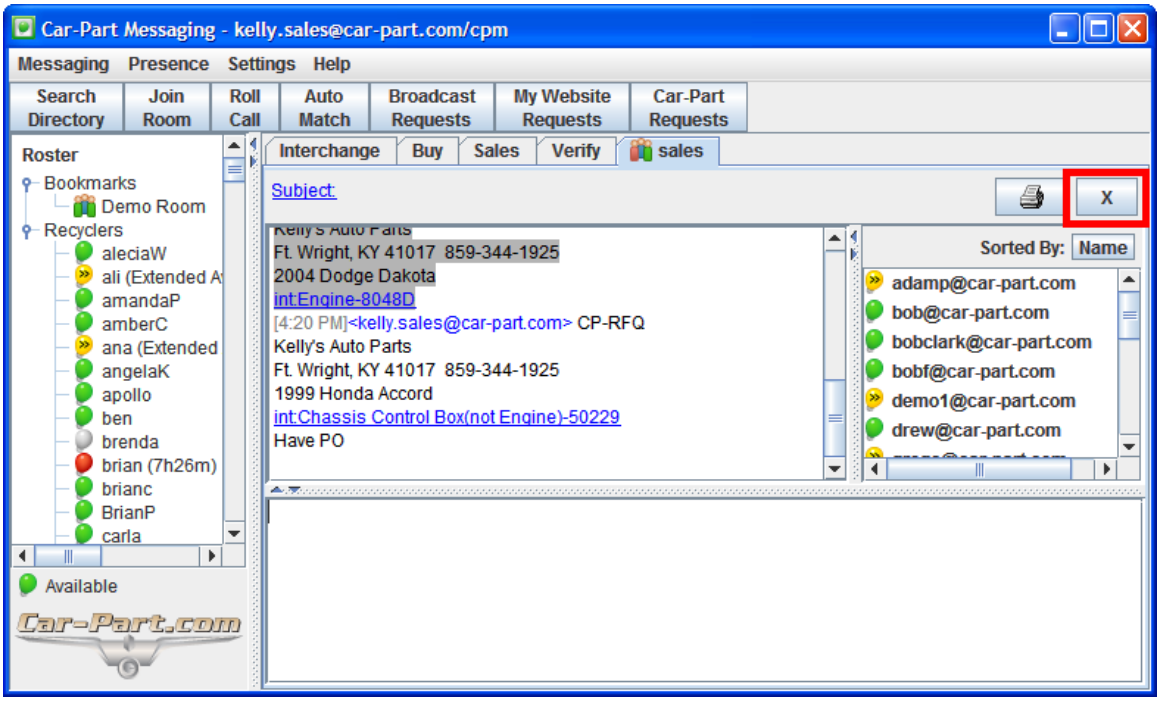
To have a private conversation with any of these users, you can click directly on a message in the room or you can double-click the user name on the roster.

You can sort the roster by contact name or by company name. Above the sales room roster, you will see **Sorted By:** followed by **Company** or **Name**. Click the **Company** or **Name** button to toggle between the two sorting methods.

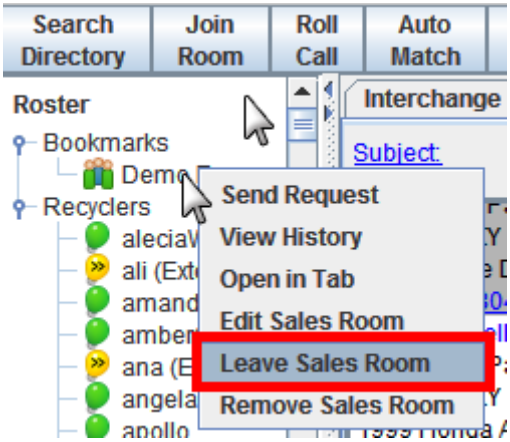


Exiting a Sales Room

To exit a sales or support room, click the **X** button on the top right corner of the tab.



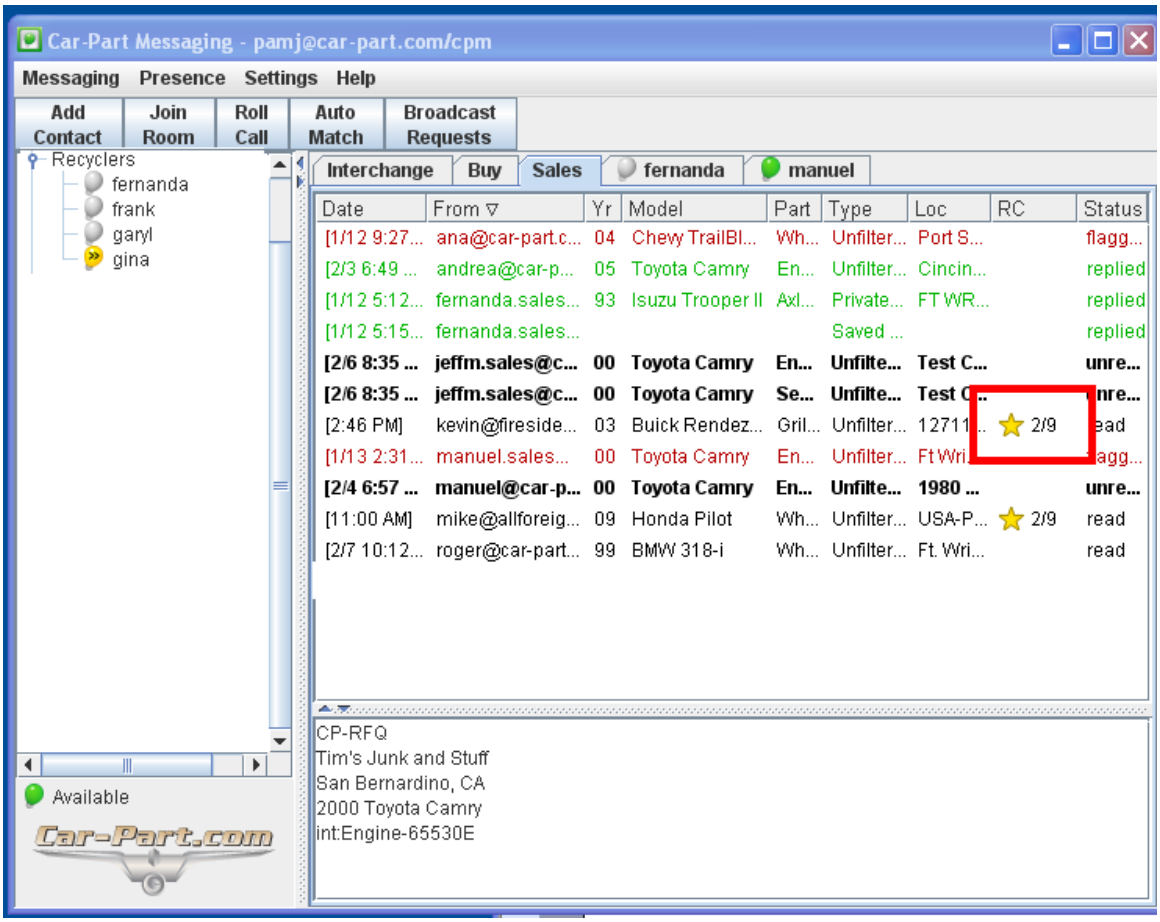
Your sales room tab will close, but your **Sales** tab will continue to receive CP-RFQs from this sales room (and the icon in your roster will remain green). To stop receiving these requests, right-click on the sales room name in your roster and select **Leave Sales Room**.



Roll Call

The Roll Call program uses a set of good business policies which are designed to ensure that Car-Part customers have a fair way of resolving potential disputes. These disputes, such as a payment issue, are escalated to a Car-Part employee who is designated as the Roll Call Administrator to process the dispute. The **Roll Call** function allows you to request a credit check on a selected recycler or to report a violation.

Recyclers who agree to abide by the Roll Call policies and are in good standing for at least 6 months are noted by a gold star.



When viewing a recycler's Role Call status, it is important to note that the status is as of the date it was requested and may not reflect recent changes.

Auto Match

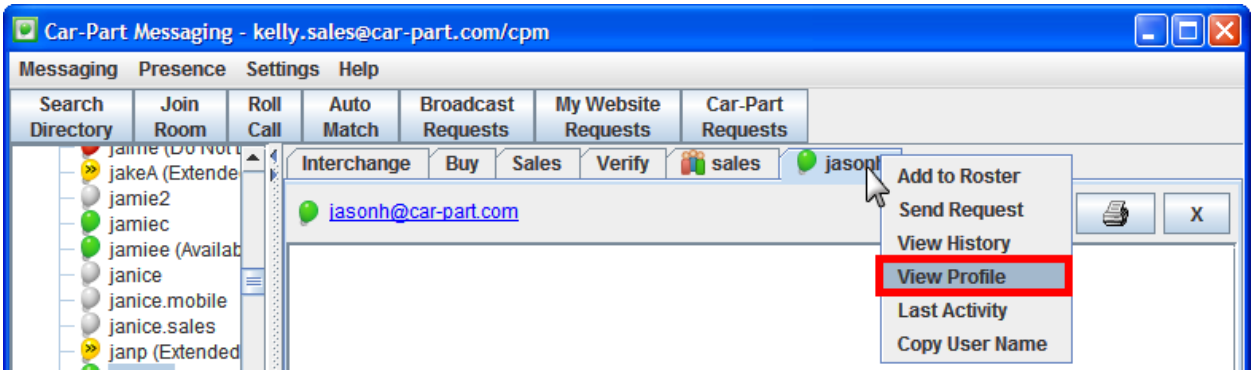
Use the **Auto Match** button to access your auto matched Bulletin Board. This will show you Bulletin Board requests for parts that you have in your inventory. To customize this search, contact a support rep.

Broadcast Requests

The **Broadcast Requests** button allows you to access the Bulletin Board. This displays all part requests on the BBS, not just the ones that match your inventory. To customize this search, contact a support rep.

Profile

Your profile consists of information about your business that people can see when you are messaging with them. Profiles are automatically created for each iCPM user, and include your company information (name, phone, website, email, telephone number, fax number, address, etc.) To view a profile, right-click on a contact's name and select **View Profile**.



My Website Requests

Use this button to view requests submitted through your website.

Car-Part Requests

Use this button to view requests submitted through Car-Part.com.

General Navigation

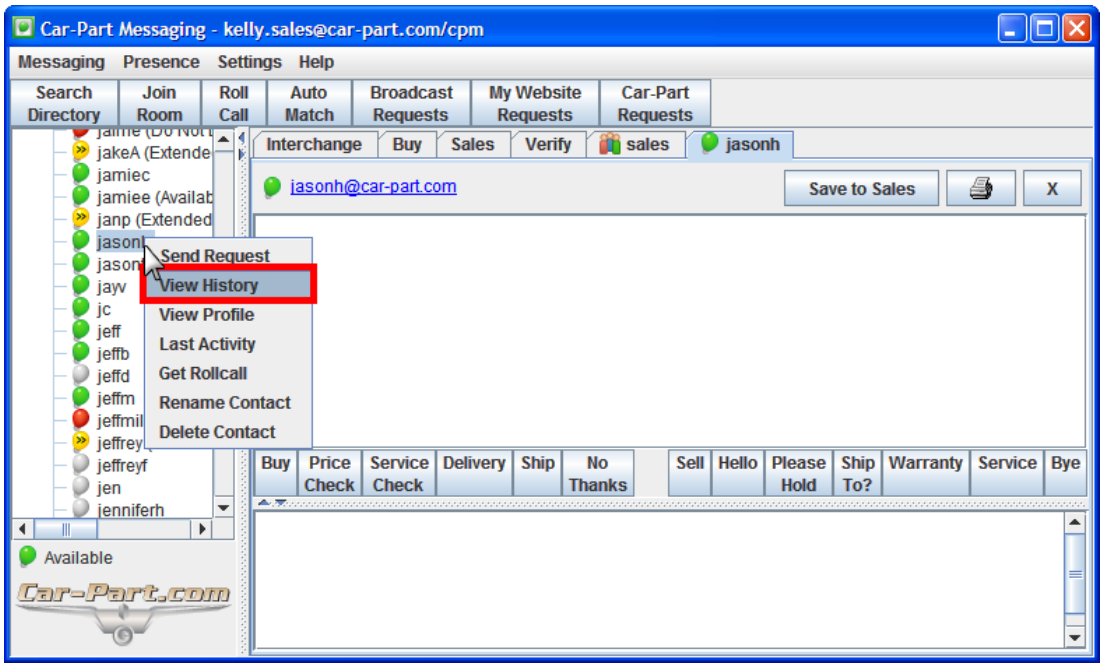
Minimized

When you are logged in to iCPM, you may minimize the window by clicking either the minimize button *or* the red **X** button at the top of the window. When you minimize, the iCPM window will no longer show on your screen but you will still be logged in and alerted when you receive messages. A light bulb will appear in the bottom right of your desktop. When you receive a private message, this light bulb will flash an exclamation point. When there is activity in a sales room, this light bulb will flash a horizontal bar. Double-click this light bulb to show the iCPM window. Right-click this light bulb to change your presence, show iCPM, or to log off.

Message Histories

iCPM permanently records the history from sales rooms and private messages so you can refer to them at a later time. This history will be available until manually deleted or iCPM is removed from your computer.

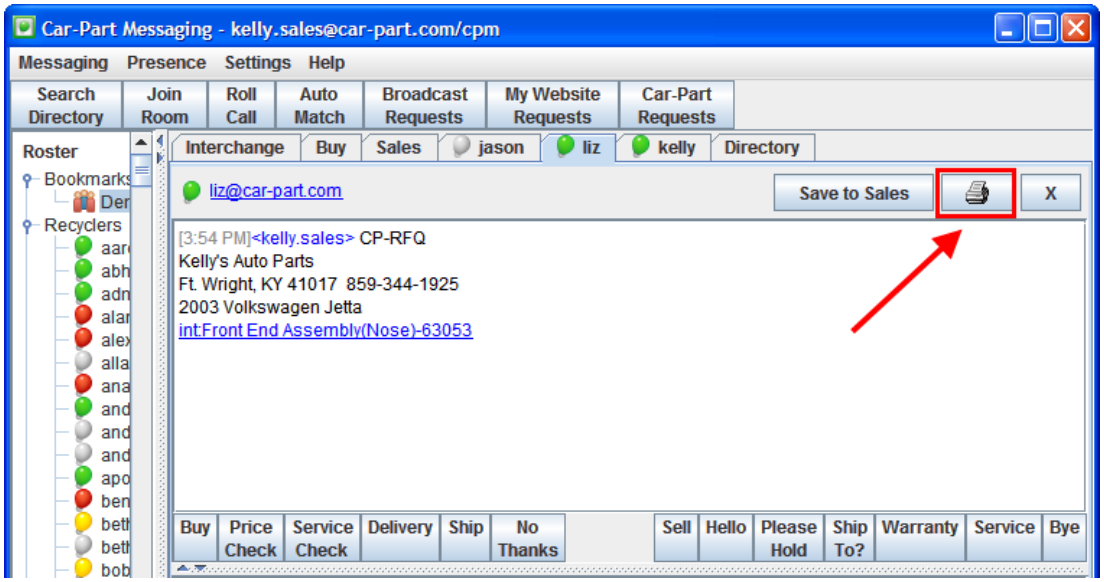
To view messaging history, right-click on the contact or sales room in your roster and select **View History**. Your history with this user or sales room will be brought up in a browser window.



Note: To view message history for a contact that is not on your roster, use the ***Messaging>Conversation History*** menu option. Refer to the **Conversation History** section of this user guide for more information.

Printing from iCPM

If you would like a hard copy of a private message or a sales room conversation, you can print the conversation. To do this, just click the **printer icon** in the private message window or sales room window.



Automatic Updates

iCPM has the ability to download and install files from the Internet so that Car-Part.com can send enhancements to your software. These enhancements will be automatically downloaded.

When an enhancement has been downloaded and is ready for installation, you will be sent the following message:

> *New Update Available: An iCPM update is ready to be installed. You may choose to update now or later. If you choose to update iCPM later, the iCPM update will run the next time you start iCPM.*
>
> *If you would like to install the update now, please click here: update://*
>
> *If you would like to update iCPM later, please click here: delay://*
>
> *This is an automated message, but you may reply with any questions. If you would like to speak with a representative, please call 859-344-1925.*

To install the update now, click the **update://** link in this message. The update will be installed the next time you start iCPM. If you do not log out of iCPM, the installer will run overnight.

When you start iCPM after installing an update, you will be asked to consent to the License Agreement again.

If you do not wish to install this update now, click the **delay://** link.

Getting Help

Car-Part.com takes customer service seriously. We have a variety of support options available to help you if you have questions about our products or if you need help for any reason. Your questions are very important to us and we want your experience to be a positive one. Please contact us with any questions or concerns using any of the following methods.

Phone Support

If you have a question not covered in this guide, Car-Part.com offers phone support. Please call 859-344-1925 with your questions.

Online Support using Car-Part Messaging (iCPM)

Support technicians are available online using Car-Part Messaging (iCPM) support rooms. These technicians are available LIVE to help answer any questions you may have.

The support rooms are staffed Monday–Friday, 8:00AM–8:00 PM ET.

To enter an iCPM support room:

1. Double-click the **iCPM** icon on your desktop.

2. **Car-Part Messaging** opens.
3. Double-click the name of the **Support Room** from your bookmark list.
4. Type **HELP** and a brief explanation of your issue. A Car-Part.com support technician will answer and help with your issue.

Training

If you have ongoing training needs, Car-Part.com has a team of product training specialists to help you learn how to use our products quickly. If you are interested in product training, please call our training department at 859-344-1925 and a trainer in your area will call to schedule training.

Comments

We welcome your comments and suggestions concerning the content and organization of this guide as well as the accuracy and the usability of the instructions it contains. Email us at documentation@car-part.com. We're listening!

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